



DEPARTMENT OF THE ARMY
HEADQUARTERS UNITED STATES ARMY FORCES COMMAND
FORT MCPHERSON, GA 30330-1062

REPLY TO
ATTENTION OF

AFRM-B-O

JUN 29 2004

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Finance Mobilization and Demobilization Standing Operating Procedure

1. Reference memorandum, ASAFM&C, 9 Jun 04, subject: Finance Mobilization and Demobilization Standing Operating Procedure (encl).

2. Our Reserve and National Guard soldiers are vital to the global war on terrorism. Financially taking care of them and their families by ensuring they receive their appropriate pay and entitlements is imperative. Therefore, I fully endorse the immediate implementation and use of the Finance Mobilization and Demobilization Standing Operating Procedure (SOP) recently distributed throughout the Army finance community by Mr. Ernest J. Gregory, Acting Assistant Secretary of the Army (Financial Management and Comptroller).

3. Every mobilization and demobilization site must use the SOP. The SOP covers in detail the critical tasks that must be performed to ensure accurate and timely pay during each phase of the mobilization and demobilization process. Because of its size, the SOP has been transmitted to your Directorate of Resource Management under a separate cover.

4. When visiting mobilization and demobilization operations, check paymaster operations for this SOP. With our over watch we will restore the Reserve Component soldiers' faith in our pay systems.

5. For more information, contact **DSN 367-5580.**

Encl

DAN K. MCNEILL
General, USA
Commanding

DISTRIBUTION:

Commander
First US Army
Fifth US Army
I Corps
III Corps
XVIII Corp
US Army South (USARSO)
US Army Reserve Command (USARC)

CF:

Director, Army National Guard (w/encl)
Assistant Chief of Staff for Installation Management (w/encl)



REPLY TO
ATTENTION OF

**DEPARTMENT OF THE ARMY
OFFICE OF THE ASSISTANT SECRETARY
FINANCIAL MANAGEMENT AND COMPTROLLER**

WASHINGTON DC 20310-0109

JUN 09 2004

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Finance Mobilization and Demobilization Standing Operating Procedure

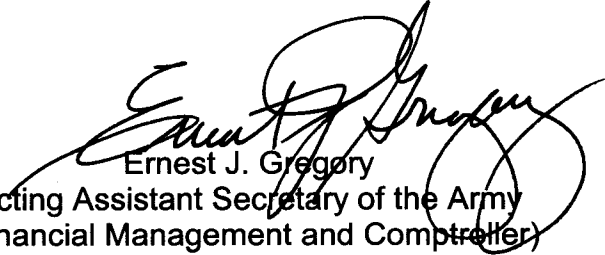
The Finance Mobilization and Demobilization Standing Operating Procedure (SOP) is enclosed for your immediate compliance. Pay responsibility, transaction requirements and processes during the mobilization and demobilization of our Reserve Component Soldiers are outlined in this document. Train your teams on these procedures.

The SOP has been developed to improve pay accuracy and timeliness and ensure the Soldier's financial readiness during mobilization from the initial alert phase through the return to home station. It also defines each finance office's tasks, responsibilities and pay standards during each phase. Your headquarters finance element will continue to conduct compliance reviews to sustain or improve pay effectiveness and accountability or to assist in areas needing improvement. The finance review team will furnish results of the inspection to your command.

As Soldiers are called on to serve the nation, it is imperative they receive accurate and timely pay for their families as well as themselves. Therefore, when you receive a pay inquiry, "you own it and you fix it." Soldiers deserve the best pay service - and nothing less!

The Army National Guard, the United States Army Reserve Center, and Defense Finance Accounting Service have coordinated on this SOP.

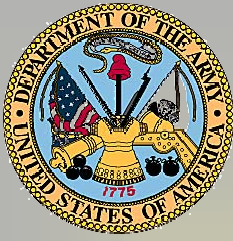
My point of contact is CSM Sablan, United States Army Finance Command. He can be reached at DSN 699-1750/2664, commercial (317) 510-1750/2664


Ernest J. Gregory
Acting Assistant Secretary of the Army
(Financial Management and Comptroller)

Enclosure

DISTRIBUTION:

Deputy Assistant Secretary of the Army (Financial Operations)
US Army Forces Command (AFRM-RI)
Director, Army National Guard
US Army National Guard Financial Services Center
Chief, United States Army Reserve
US Army Reserve Command (AFRC-CO)
Director, Defense Finance and Accounting Service (DFAS-PMT/IN)
Commander, United States Army Finance Command
Commander, 175th Finance Command
Commander, 336th Finance Command
Commander, 266th Finance Command
Commander, 13th Finance Group
Commander, 18th Soldier Support Group
Commander, 9th Finance Battalion
Commander, 125th Finance Battalion
Commander, 267th Finance Battalion
Commandant, Finance School and Regiment



FINANCE MOBILIZATION AND DEMOBILIZATION STANDING OPERATING PROCEDURE

Soldier Finance Readiness



1 JUNE 2004



From the Acting Assistant Secretary of the Army
(Financial Management and Comptroller)

This procedural guidance has been developed for you to use in the performance of your daily finance duties during the mobilization and demobilization of Reserve component Soldiers in support of contingency operations.

From October 2003 to March 2004, key finance senior leaders and Soldiers from the United States Army Finance Command (USAFINCOM), 336th Finance Command; Finance School (FIS), Defense Finance and Accounting Service (DFAS), Forces Command (FORSCOM), Army National Guard Bureau (NGB) and the United States Army Reserve (USAR) conducted a Finance Mobilization and Demobilization Procedural Executive Panel. The purpose of this study panel was to assess our reserve pay input accuracy, procedures and relevance as we support today's contingency operations.

This Standing Operating Procedure (SOP) is the result of the comprehensive study panel and numerous on-site visits to installations that will help us to perform our daily duties to standard and train our finance Soldiers and teams on “***what right looks like***.” It outlines the critical tasks you must perform toward achieving 100% Soldier and pay accountability during each phase of the mobilization and demobilization process. This includes pay input and account maintenance from the planning phase, to the alert phase, to home station activity phase, to the mobilization station phase, the deployed location phase, to the demobilization location phase, and finally, back to home station activity phase.

To ensure we pay our mobilized Soldiers accurately and timely, there shall be no substitute for the required timely and accurate pay transactions for each performance measure listed in each phase. You and the finance team members have the monumental responsibility and role to assure our Soldiers' financial readiness and status are kept current. As Reserve component Soldiers are called upon to preserve freedom and stability worldwide on behalf of America, at times on repeated active duty tours, they and their families deserve nothing less.

On behalf of my entire staff, Soldiers and civilians, thank you for your unyielding dedication and sacrifice every day. You, also, are equally important and have a significant role in a noble profession. I have the unequivocal trust and confidence in you serving our Soldiers proudly and with distinction each and every day.

“Support and Serve”

Table of Contents

Finance Mobilization and Demobilization Standing Operating Procedure

Preface ♦ 1

Chapter 1, Introduction

- Purpose ♦ page 5
- Scope ♦ page 5
- Applicability ♦ page 5
- References ♦ page 5
- Suggested Improvements ♦ page 5

Chapter 2, Pay Responsibilities for Reserve Units and Finance Activities

- General ♦ page 6
- Soldier Service Standard ♦ page 6
- Finance Standards Matrix ♦ page 6
- Pay Service Roles and Responsibilities ♦ page 6

Chapter 3, Finance Leader Critical Tasks and Responsibilities

- General ♦ page 8
- Finance Standards Matrix ♦ page 8
- Critical Tasks and Responsibilities ♦ page 8

Chapter 4, Planning Phase – Phase 1

- Mission Intent ♦ page 14
- Preparation ♦ page 14
- Finance Responsibilities ♦ page 15

Chapter 5, Alert Phase – Phase II

- Mission Intent ♦ page 16
- Preparation ♦ page 16

Chapter 6, Home Station Activities – Phase III

- Mission Intent ♦ page 17
- Preparation ♦ page 17
- Finance-Unit Coordination and Pay Account Update ♦ page 17
- Perform Finance In-processing ♦ page 20
- Soldier Service Standard ♦ page 22
- Medical Pays ♦ page 23
- Leave Processing/Leave Master Record (LMR) ♦ page 23
- Pay/Personnel Review ♦ page 24
- Rejects and Management Notices Completion ♦ page 24

Table of Contents

Finance Mobilization and Demobilization Standing Operating Procedure

Chapter 7, Mobilization Station – Phase IV

- Mission Intent ♦ page 25
- Preparation ♦ page 25
- Soldier Readiness Processing Phase ♦ page 25
- Perform Finance Interview ♦ page 26
- Soldier Service Standard ♦ page 26
- Perform Medical Retention Processing (MRP, formerly ADME) ♦ page 28
- Leave Processing/Leave Master Record (LMR) ♦ page 28
- Rejects and Management Notices Completion ♦ page 29

Chapter 8, Port of Embarkation/Deployed Location – Phase V

- Mission Intent ♦ page 30
- Preparation ♦ page 30
- Finance Office Responsibilities ♦ page 30
- Perform In-processing/Briefing ♦ page 31
- Soldier Service Standard ♦ page 31
- Process Arrivals ♦ page 32
- Sustain Pay Accounts ♦ page 32
- Perform Medical Retention Processing (MRP, formerly ADME) ♦ page 33
- Perform Customer Service ♦ page 33
- Conduct Out-processing/Briefing ♦ page 33
- Process Departures ♦ page 33

Chapter 9, Demobilization Station – Phase VI

- Mission Intent ♦ page 35
- Preparation ♦ page 35
- Reverse Soldier Readiness Processing Phase ♦ page 36
- Perform Finance Demobilization Interview ♦ page 36
- Soldier Service Standard ♦ page 37
- Tour Changes and Entitlement Terminations ♦ page 37
- Perform Soldier Data Reconciliation ♦ page 38
- Perform Medical Retention Processing (MRP, formerly ADME) ♦ page 38
- Conduct 100% Post-demobilization Audit ♦ page 39
- Leave Payment Procedures ♦ page 39
- Rejects and Management Notices Completion ♦ page 40

Table of Contents

Finance Mobilization and Demobilization Standing Operating Procedure

Chapter 10, Post-demobilization at Home Station – Phase VII

- Mission Intent ♦ page 41
- Preparation ♦ page 41
- Finance-Unit Coordination ♦ page 41
- Perform Finance In-processing ♦ page 41
- Soldier Service Standard ♦ page 42
- Perform Medical Retention Processing (MRP, formerly ADME) ♦ page 43
- Conduct 100% Pay Account Audit ♦ page 44
- Pay/Personnel Review ♦ page 45
- Rejects and Management Notices Completion ♦ page 45

Annex A: Finance Tasks, Responsibilities and Pay Standards Matrix ♦ page 47

Annex B: “Your Pay While You’re Away” Flyer ♦ page 50

Annex C: “Travel Per Diem and Entitlements” Flyer ♦ page 52

Annex D: Finance Briefing, Contingency Operations ♦ page 54

Annex E: Finance Mobilization/Demobilization Documentation Requirements
Checklist ♦ page 101

Annex F: Casualty Information ♦ page 103

Annex G: Points of Contact and Useful Web Sites ♦ page 105

Annex H: References ♦ page 107

Annex I: Prescribed Forms ♦ page 109

Annex J: Abbreviations and Glossary ♦ page 111

Annex K: Travel Information ♦ page 116

Annex L: Additional Pay Information ♦ page 119

Annex M: Compliance Review Checklist (1 June 2004) ♦ pages 127-134

Chapter 1

Introduction

1. **PURPOSE.** The purpose of this Standing Operating Procedure (SOP) is to ensure that basic entitlements for pay are established for Reserve Component (RC) Soldiers ordered to active duty (AD) in support of a contingency operation. This SOP also provides all AC and RC finance Soldiers a basic understanding of the finance mission involved with mobilizing RC Soldiers.
2. **SCOPE.** This SOP will provide AC and RC finance leaders and Soldiers guidance on pay processing and requirements during the following phases: home station, mobilization station, deployed location, demobilization station, and finally, return to home station. Since not every paying activity or installation operates the same way, flexibility in methods of service may be necessary. Finance personnel must constantly coordinate with the chain of command to ensure the finance office has adequate staffing and resources to accomplish the mission.
3. **APPLICABILITY.** The provisions of this SOP apply to all finance personnel commanded or supported by the NGB, USAR, FINCOMs, Finance Groups, DFAS and installations.
4. **REFERENCES.** Refer to Annex H.
5. **SUGGESTED IMPROVEMENTS.** The proponent for this SOP is the USAFINCOM. This SOP and future changes are available at the ASA (FM&C) and Finance School web sites. Finance team members should send comments and suggested improvements to the addresses below:

Team USAFINCOM
Team DFAS
Team ARNG
Team USAR

Mail: Commander
United States Army Finance Command
ATTN: SOP Proponent
Indianapolis, IN 46249

Phone: DSN 699-2664/1750/3016/2223 or commercial 317-510-xxxx

Chapter 2

Pay Responsibilities for Reserve Units and Finance Activities

1. **General.** A key element to ensuring effective maintenance and accuracy of RC Soldiers' pay accounts is proper Soldier Readiness Processing (SRP) conducted by reserve unit commanders while at home station. When commanders perform SRPs prior to Soldiers being alerted to mobilize, and as mandated by regulatory guidance and unit standing operating procedures, the Soldier's pay and allowances will be current when they are activated into the finance reserve pay system (DJMS-RC). Active Guard and Reserve Soldiers (AGRs, Title 10) will remain in the active pay system, DJMS-AC. SRPs, when conducted properly, help ensure Soldiers provide financial support for their family members while the Soldier supports contingency operations. Each finance technician, leader or element throughout the mobilization and demobilization phase has the obligation to ensure timely and accurate pay for all Soldiers.

2. **Soldier Service Standard.** If you see a pay concern, you own it and you fix it. As RC Soldiers process through the designated mobilization and demobilization stations, the finance office servicing the Soldier at any given point will take ownership of the Soldier's pay inquiry immediately and will be responsible for resolving it. That finance office will not refer the Soldier to his or her parent reserve unit or paying activity. Instead, the finance office will obtain the necessary information and documents, if applicable, from the Soldier and will update the pay account. Coordination with the Soldier's unit representative and parent paying office (either the United States Property and Fiscal Office (USPFO) for ARNG or the US Army Reserve Pay Center (UPC) for USAR) is necessary to ensure timely changes or payments to the Soldier. The finance office will notify the Soldier and unit of completed actions(s) within 72 working hours.

3. **Finance Standards Matrix.** The Finance Tasks, Responsibilities and Pay Standards Matrix in Annex A specifically outlines, as the minimum, the actions and primary and secondary responsibilities required that each supporting finance office will perform during the phases of mobilization and demobilization.

4. **Pay Service Roles and Responsibilities.** The following are RC unit personnel and finance paying support activities and their primary responsibilities:

a. **Unit Administrator (UA).** The UA has overall responsibility for receiving, reviewing and obtaining authentication for pay-related documents received from their commanders, leaders and Soldiers located throughout the Continental United States (CONUS) and Outside Continental United States (OCONUS). The UA then forwards the documents to either the USPFO for ARNG Soldiers or to the UPC for USAR Soldiers for input. In the absence of the unit's UA, the senior NCO or officer is responsible for completing these actions.

b. USPFO. There are 54 USPFOs located in the United States and its territories that support military pay for ARNG Soldiers and units. ARNG units submit pay-supporting documents directly to their designated USPFO. The designated USPFO is responsible for inputting pay transactions, confirming pay cycle updates, making corrections, inputting non-automated pay/allowances and performing the tasks listed in the matrix at Annex A.

c. UPC. The UPC supports USAR Soldiers and units in CONUS. Also, the 7th Army Reserve Command services Europe; the 9th Regional Support Command services the Pacific; and the Human Resources Command – St Louis services Individual Ready Reserves and Individual Mobilization Augmentees. These activities conduct their own reserve pay processing and function as separate finance elements. There are 11 Regional Readiness Commands (RRCs) and 25 Direct Reporting Commands (DRCs). The reserve units submit pay-related documents directly to the UPC. The UPC is responsible for inputting pay transactions, confirming pay cycle updates, making corrections, inputting non-automated pay/allowances and performing the tasks listed in the matrix at Annex A.

d. Home Station/Post-demobilization Home Station Activities. These stations are key to Soldier pay success. They refer to the United States Property Fiscal Offices (USPFO) or USAR units. The USPFO or USAR unit conducts finance face-to-face interview (in and out processing) at the USPFO, RC unit or a designated location for Soldiers mobilizing and demobilizing. It is imperative that finance personnel plan and coordinate finance support with RC units well in advance and maintain close relationship with the units at all times. Annex A contains the station's primary finance and pay responsibilities.

e. Mobilization/Demobilization Station. Finance personnel in these stations conduct a face-to-face interview with each Soldier and verify or correct their pay and allowances when not accomplished by the home station or port of embarkation/deployed location. Primary staffing is normally provided by an activated Garrison Support Unit (GSU). However, overall mission responsibility rests with the permanent finance element providing garrison finance support for the host installation. Annex A contains the station's primary finance and pay responsibilities.

f. Port of Embarkation (POE)/Deployed Location. Finance personnel in these locations ensure that all Soldiers arriving and departing the area receive or terminate, as applicable, the proper pay, allowances and entitlements. They also take action to correct or update Soldiers' pay accounts, as necessary. Annex A contains the location's primary finance and pay responsibilities.

Chapter 3

Finance Leader Critical Tasks and Responsibilities

1. **General.** The success or failure of an organization rests with its leaders. There are several critical finance leader tasks that must be accomplished during each phase of the mobilization and demobilization process to ensure that RC Soldiers are paid on time and with the correct pay and entitlements. It is imperative that finance leaders conduct advanced unit planning and coordination to ensure adequate resources such as personnel, training, equipment and time are to standard. These essential elements must occur and perpetuate at home station, mobilization station, deployed location, demobilization station and home station. The finance leader must stay involved with the mobilization station commander, servicing finance battalion commander/DMPO chief and higher headquarters to keep them informed of successes and areas needing assistance. Leaders that are hands-on can gain experience and valuable insight from these actions.

2. **Finance Standards Matrix.** The Finance Tasks, Responsibilities and Pay Standards Matrix in Annex A specifically outlines, as the minimum, the actions and primary and secondary responsibilities required that each supporting finance office will perform during the phases of mobilization and demobilization.

3. **Critical Tasks and Responsibilities.** Finance leaders will assist RC units complete the tasks listed in Phase I and II (unit action). Finance leaders are responsible for completing the tasks listed in Phase II to VII (finance action).

a. Phase I, Planning Phase (Unit Action):

(1) Conduct Soldier Readiness Processing (SRP). ARNG units complete SRP once a year; twice a year for USAR units. Prior to the unit's SRP, finance provides the units the Finance Mobilization/Demobilization Documentation Requirements Checklist (Annex E) and a listing of required documents needed at the SRP site to substantiate or start entitlements. During the actual SRP, finance clerks will review the current pay status with RC Soldiers and review finance-related documents.

(2) Brief Soldiers on military pay, travel and allowances. Provide each Soldier the flyer, "Your Pay While You're Away." Use Annex B, C and D as guides.

(3) Brief and encourage Soldiers to enroll in myPay (AKO is mandatory).

(4) Conduct Annual Records Review (conducted during birth month by ARNG and USAR).

(5) Conduct Commander's Soldier Certification (conducted during birth month by ARNG and USAR).

(6) Finance will participate in mobilization exercises, lessons learned updates, working groups and meetings to gain knowledge and experience in the mobilization and demobilization process.

(7) Finance will coordinate a finance compliance review by higher headquarters at least once every two years (Annex M).

b. Phase II, Alert Phase (Unit Action):

(1) Assist units in updating Soldiers' financial/deployment packets IAW unit SOP.

(2) Submit derivative unit identification codes to DFAS Systems Liaison and Procedures Office (SLAPO) for loading.

c. Phase III, Home Station Activities (Finance Action):

(1) Identify current and future finance core competencies and skills training requirements to ensure finance personnel are proficient in these areas.

(2) Identify resource requirements. This includes, but is not limited to personnel, equipment, communications support and life support systems.

(3) Initiate the appropriate requests for c (1) and c (2) above to higher channels in sufficient time to meet the finance mission.

(4) Participate in mobilization exercises, lessons learned updates, working groups and meetings with RC commands/units to gain knowledge and experience in the mobilization and demobilization process.

(5) Brief Soldiers on military pay, travel and allowances. Provide each Soldier the flyer, "Your Pay While You're Away." Use Annex B, C and D as guides.

(6) Issue each Soldier a Finance Mobilization/Demobilization Documentation Requirements Checklist (Annex E). Place this finance checklist in the Soldier's mobilization packet.

(7) Brief the family readiness groups on finance pay and entitlements.

(8) Start special and incentive pays.

(9) Input non-automated pays each month (i.e., CONUS COLA, FLPP, BAH II Diff).

(10) Input pay transactions within 72 working hours after receipt of document(s).

(11) Research and resolve rejects and management notices within 72 working hours.

(12) Perform pay inquiry analysis. If necessary, contact the units for continuous improvement.

(13) Conduct internal finance compliance review annually (Annex M).

d. Phase IV, Mobilization Station (Finance Action):

(1) Identify current and future finance core competencies and Soldier skills training requirements to ensure Soldiers are proficient in these areas.

(2) Identify resource requirements. This includes, but is not limited to personnel, equipment, communications support and life support systems.

(3) Initiate the appropriate requests for d (1) and d (2) above to higher channels in sufficient time to meet the finance mission.

(4) Participate in mobilization exercises, lessons learned updates, working groups and meetings with the installation commander, military personnel division/G1, G3, etc. Verify or update Soldiers' pay accounts upon mobilization.

(5) Conduct military pay, travel and allowances briefing and interview each Soldier using MMPA on the pay system. Use Annex B and C as guides.

(6) Input pay transactions within 72 working hours after receipt of document(s).

(7) Research and resolve rejects and management notices within 72 working hours.

(8) Perform pay inquiry analysis. If necessary, contact the units for continuous improvement.

(9) Perform Medical Retention Processing (MRP, formerly ADME). Refer to Annex L, page 124 for general guidance and the MRP web site on page 106.

(10) Conduct internal finance compliance review annually (Annex M).

e. Phase V, Port of Embarkation (POE)/Deployed Location (Finance Action):

(1) Identify current and future finance core competencies and Soldier skills training requirements to ensure Soldiers are proficient in these areas.

(2) Identify resource requirements. This includes, but is not limited to personnel, equipment, communications support and life support systems.

(3) Initiate the appropriate requests for e (1) and e (2) above to higher channels in sufficient time to meet the finance mission.

The key is for the finance Soldiers/units scheduled to arrive in the deployed location to be adequately trained in finance core competencies and Soldier skills - prior to departing home station. Another critical element is the adequacy of the transition training period and battle hand-over between units arriving and those they will replace. Request reserve pay training from the respective directorate/division of the Army Finance School or UPC/Army Reserve Readiness Training Center.

(4) Conduct in-processing finance pay and entitlements briefing upon arrival of Soldiers into the deployed location.

(5) Start or stop, as appropriate, deployed/location-unique pay and allowances, to include non-automated pays.

(6) Remove data on Soldiers who departed the theater from the main data file, reducing the propensity for re-starts or overpayments.

(7) Process data files for deployed/location-unique pay and entitlements to DFAS Systems Liaison and Procedures Office (SLAPO) for upload.

(8) Monitor/coordinate with medical/hospital for evacuated personnel or medical redeployments at least twice a month.

(9) Participate in mobilization working groups, lessons learned updates and meetings with combatant commanders, military personnel division/G1, G3, etc.

(10) Perform pay inquiry analysis. If necessary, contact the units for continuous improvement.

(11) Upon departure of Soldiers, brief them and ensure completion of DD Forms 1351-2, itinerary from home station to the mobilization station to the departure point from the deployed location (Annex K).

(12) Input pay transactions within 72 working hours after receipt of document(s).

(13) **Perform Medical Retention Processing (MRP, formerly ADME). Refer to Annex L, page 124 for general guidance and the MRP web site on page 106.**

(14) Research and resolve rejects and management notices within 72 working hours.

(15) Conduct internal finance compliance review annually (Annex M).

f. Phase VI, Demobilization Station (Finance Action):

- (1) Identify current and future finance core competencies and Soldier skills training requirements to ensure Soldiers are proficient in these areas.
- (2) Identify resource requirements. This includes, but is not limited to personnel, equipment, communications support and life support systems.
- (3) Initiate the appropriate requests for f (1) and f (2) above to higher channels in sufficient time to meet the finance mission.
- (4) Participate in demobilization exercises, lessons learned updates, working groups and meetings with installation commander, military personnel division/G1, G3, etc.
- (5) Verify Soldiers' pay status and change tour dates. Canceling a tour requires the supervisor's approval. Stop deployed/location-specific entitlements, if necessary.
- (6) Conduct finance briefing on Soldiers' final pay, transition leave, accrued leave payment and travel voucher settlement payment procedures. Use Annex D and G (travel web site) as guides.
- (7) Pay enlisted clothing allowance for prorated periods after annual payment.
- (8) Brief Soldiers and ensure completion of DD Forms 1351-2, itinerary from the deployed location to home station (Annex K).
- (9) Perform Soldier data reconciliations with the local military personnel directorate/G1 monthly. This data/file "bump" reveals the number of Soldiers demobilized and reported in the personnel system against the number of Soldiers demobilized and reported by the finance system. Forward the file to DFAS Mobilization and Demobilization Support Team (MDST) for system reconciliation each month.
- (10) **Perform Medical Retention Processing (MRP, formerly ADME).**
- (11) Conduct 100% post-REFRAD audit within 30 days after Soldiers separate from active duty status.
- (12) Input pay transactions within 72 working hours after receipt of document(s).
- (13) Research and resolve rejects and management notices within 72 working hours.
- (14) Conduct internal finance compliance review annually (Annex M).

g. Phase VII, Post-demobilization Home Station Activities (Finance Action):

(1) Identify current and future finance core competencies and skills training requirements to ensure finance personnel are proficient in these areas.

(2) Identify resource requirements. This includes, but is not limited to personnel, equipment, communications support and life support systems.

(3) Initiate the appropriate requests for g (1) and g (2) above to higher channels in sufficient time to meet the finance mission.

(4) Participate in mobilization exercises, lessons learned updates, working groups and meetings with RC commands/units to gain knowledge and experience in the mobilization and demobilization process.

(5) Validate Soldiers' pay status and change tour dates, if not accomplished by the demobilization station. Canceling a tour requires the supervisor's approval.

(6) Complete, certify and forward final travel settlement vouchers for payment to DFAS-IN, Contingency Travel (Annex K).

(7) Perform pay inquiry analysis. If necessary, contact the units for continuous improvement.

(8) Perform Medical Retention Processing (MRP, formerly ADME).

(9) Conduct 100% pay audit on all RC Soldiers upon demobilizing, to include accrued leave and leave payment.

Failure to perform this critical task immediately upon demobilization could result in substantial debts to Soldiers and their families. Too often these unfortunate cases are discovered when Soldiers return to drill status, in some situations, several months after they REFRAD.

(10) Input pay transactions within 72 working hours after receipt of document(s).

(11) Research and resolve rejects and management notices within 72 working hours.

(12) Conduct internal finance compliance review annually (Annex M).

Chapter 4

Planning Phase

Phase I

1. **Mission Intent.** To ensure finance personnel conduct proper planning, coordinating and executing essential tasks to maintain financial readiness. Effective planning is the cornerstone for any operation. Our current OPTEMPO necessitates that finance activities conduct planning and execute tasks to standard to facilitate a smooth mobilization.

2. **Preparation.** Finance and unit coordination in advance is key. Finance personnel will assist RC units in completing the following actions:

a. **Automation.** For finance activities, coordinate with information management systems personnel to ensure connectivity is achieved for DJMS-RC, DJMS-AC and the Internet (regulations). Ensure that adequate laptop/desktop computers are provided for interviewing each Soldier.

b. All RC units, with the support of finance, perform the following actions:

(1) Conduct SRP on an annual basis (ARNG) and semi-annually (USAR).

(2) Receive an annual finance briefing on military pay, travel and allowances (Annex D). Complete a Finance Mobilization and Demobilization Documentation Requirements Checklist for each Soldier (Annex E).

(3) Conduct routine review and maintenance of the UH022-2405 MMPA History Report by conducting birth month audits and participating in mobilization exercises.

(4) Maintain an active dialogue with finance personnel to ensure current pay processes and administration. Ensure commanders are reviewing the Unit Commanders Pay Management Report (UH022-2004) each month and appropriate actions are taken to address pay concerns.

(5) Participate in MOBEX IAW mobilization procedures.

(6) Verify enrollment in myPay (AKO is mandatory).

(7) Complete Commander's Soldier Certification.

(8) Home station, mobilization and demobilization activities will integrate pre-execution training IAW FORMDEPS and as established by the unit commander.

c. **Finance responsibilities.** All finance offices/units will perform the following:

- (1) Conduct RC Pay Training on at least an annual basis.
- (2) Participate (mobilization and demobilization stations) in mobilization exercises and conduct RC Pay Training on an annual basis.
- (3) Monitor (FORSCOM action) and ensure MOBEX are conducted on an annual basis for all mobilization and demobilization stations.
- (4) Conduct (ARNG and USAR commands) random annual SRP inspections to ensure compliance by RC units.
- (5) Coordinate a compliance review by higher headquarters at least once every two years.
- (6) Maintain a file of the applicable documents in case the unit receives an alert order. When the unit receives an alert order, they are preparing to transition to active duty status.

Chapter 5

Alert Phase

Phase II

1. **Mission Intent.** To ensure all RC Soldiers' pay records on file are current by conducting 100% pay review. If not, obtain the necessary supporting documents from the Soldier and update the pay account.

2. **Preparation.** Finance personnel will assist the Unit Administrator (UA) or Unit Pay Administrator (UPA) in completing the following actions upon receiving a unit alert notice:

a. Notify the servicing finance office of the alert and provide a copy of orders. If a derivative UIC is used, the USPFO or UPC notifies DFAS Systems and Liaison and Procedures Office (SLAPO) to update Table 39. USPFOs will also post the derivative UIC into JUSTIS. JUSTIS is an ARNG-unique input subsystem.

(1) The UA or UPA will review pay accounts of all Soldiers affected by the alert order.

(2) The UA or UPA will also obtain finance-related documents, as required, for enclosure in the "deployment packet."

(3) Finance will furnish the Finance Mobilization/Demobilization Documentation Requirements Checklist (Annex E).

b. Comply with the unit's SOP on Soldier and pay accountability during movement to home station.

Chapter 6

Home Station Activities

Phase III

1. **Mission Intent.** To review, as the primary mission, RC Soldiers' pay accounts and make all required initial inputs to include establishing long tours. The primary mission of the next phase, mobilization station, is to validate Soldiers' entitlements to include reviewing inputs made by the home station (USPFO or UPC).

2. **Preparation.** Proper and advance planning by finance personnel is critical to a successful finance operation during home station activities. The following essential elements include:

a. **Coordination and Staffing.** Coordinate in advance with G1/3 to determine the number of RC units and Soldiers expected to mobilize through home station. Staffing should be sufficient to ensure all Soldiers' pay accounts are accurate and updated for mobilization.

b. **Automation.** Coordinate with information management systems personnel to ensure the proper connectivity is achieved for DJMS-RC, DJMS-AC and the Internet (regulations). Ensure adequate laptop/desktop computers are provided for interviewing each Soldier.

c. **Family Readiness Group.** Coordinate in advance with the Family Assistance Coordinator/Readiness Coordinator to brief military pay, travel and allowances (Annex D). Include points of contact.

d. **Forms.** Ensure an abundance of required forms are available at the finance station.

3. Finance-Unit Coordination and Pay Account Update.

a. Coordinate in advance with the RC unit to ascertain the number of Soldiers scheduled to mobilize. Complete the actions below.

b. Obtain the following official documents (to include promotion/demotion orders) from the mobilizing unit, review MMPA, establish mobilization pay and start or change Soldiers' accounts as follows:

(1) Active Duty or Mobilization Orders.

ACTION: Establish an AD long tour on DJMS-RC by using TIN A24 with pay status "O" (alpha) for each Soldier. The start date is the effective date of mobilization and the stop date must be projected out for the number of days specified in the mobilization order.

(2) Use Standard Form (SF) 1199A (Direct Deposit Sign-Up Form) or FMS Form 2231 (Fast Start – Direct Deposit), if the Soldier desires to change the type of Direct Deposit (DD)/Electronic Funds Transfer (EFT) account or elects to use a different financial institution. All Soldiers will receive their pay through DD/EFT.

ACTION: Use TIN A18 to change the EFT information.

(3) Use TD Form IRS W-4 (Employee's Allowance Withholding Certificate), if a change in marital status, number of exemptions, or additional Federal tax withholding is required. For State tax withholding, each State has its own version of tax withholding form.

ACTION: Use TIN A17 to change withholding information.

(4) DA Form 5960 (Authorization to Start, Stop, or Change Basic Allowance for Quarters (BAQ) and/or Variable Housing Allowance (VHA)) is used to ensure the correct rate of Basic Allowance for Housing (BAH) is paid to the Soldier. Single Soldiers maintaining their permanent residence must provide a copy of their mortgage, lease or rental agreement as a substantiating document since their BAH entitlement is based on maintenance of their primary residence. These substantiating documents validate the correct entitlement rate.

ACTION: Use TIN A32 to start BAH.

(a) A Soldier with dependent(s) will receive BAH-I using the ZIP Code of the Soldier's primary residence for rate determination.

NOTE: A Soldier must have physical custody of a child in order for that child to be considered a dependent.

(b) A Soldier without dependents must retain his/her primary residence to receive BAH-I during the period of mobilization. If the Soldier discontinues occupancy of his/her primary residence, the Soldier will receive BAH at the partial rate.

(c) A Soldier without dependents may receive BAH-DIFF in addition to BAH-I at the without dependent rate or BAH at the partial rate. BAH-DIFF is now a separate pay entitlement and not the difference between the "with" and "without" rates. The Soldier's dependent support must be not less than the BAH-DIFF rate. Remember that as the rates change from year to year, the amount of support might require increases to remain qualified for BAH-DIFF. Table 028 on JWMM will contain the rates for BAH-DIFF.

(d) A Soldier married to another service member without any other dependents will be treated as a single Soldier for BAH purposes. Maintenance of a residence would be required to receive BAH-I. If the Soldier has another dependent other than the other service member, the Soldier will need to choose whether to receive BAH-I at the with dependent rate or BAH-I at the without dependent rate. A family residing together cannot have more than one BAH-I with dependents.

(5) Use DD Form 1561 (Statement to Substantiate Payment of Family Separation Allowance) to authorize entitlement to FSA-II, subcategory FSA-T, for a Soldier who will be separated (mobilized) from his/her family for more than 30 consecutive days. A Soldier who has joint custody of a dependent may be entitled to a prorated amount. The Soldier would be entitled to FSA-T during periods in which the Soldier otherwise would have had custody of the dependent. Soldiers who acquire a family member after being mobilized is entitled to FSA-T effective the date of marriage or date the dependent was acquired.

ACTION: Use TIN A33 to start Family Separation Allowance (FSA). Also submit TIN C05 to pay the retroactive period of entitlement from the first day of entitlement through the most recent mid-month or end-of-month paying update.

(6) BAS. Refer to the mobilization orders to determine entitlement to BAS. Enlisted Soldiers receive the BAS standard rate while deployed in support of a contingency operation in a TDY/TCS status. A Soldier already on AD, i.e., AGR, will maintain their current BAS rate. No collection of BAS is required. If the contingency operation is determined to be under field conditions or essential unit mess, enlisted Soldiers and officers receive BAS and the meal cost is deducted from their pay.

ACTION: Use TIN A31 to start BAS.

(7) A DA Form 4187 (Personnel Action) will be used to authorize CONUS COLA.

ACTION: Use TIN D02 to start CONUS COLA; TIN CO5 for OCONUS COLA.

(8) Bonus Contract.

ACTION: Use TIN B03 (1) to establish a reenlistment bonus and a TIN B03 (6) to pay first increment. Pay subsequent increments using TIN B03 (6) upon receipt of request from the bonus incentive manager.

(9) Officer Additional Clothing Allowance. For payment, use USARC Form 30-R (Officer Initial/Additional Active Duty Allowance Statement) for USAR or a Memorandum signed by the unit commander for ARNG.

ACTION: Use TIN B06 to pay, if so entitled. A \$200.00 uniform allowance is payable for active duty of more than 90 days if the officer did not receive an initial uniform allowance of more than \$400.00 during the current tour of AD or within a 2-year period before entering on the current tour of duty.

(10) SGLV Form 8286 (Service Members' Group Life Insurance Election and Certificate), properly completed, is the authority to initiate or change payroll deductions and designate beneficiary(s). The office of SGLI recommends that a RC Soldier complete a SGLV Form 8286 to designate a current beneficiary(s), if necessary.

(a) No action is required for a Soldier who has full SGLI coverage prior to mobilization and wants that coverage to continue.

(b) A Soldier with no SGLI coverage is automatically enrolled for the maximum coverage with an effective date of the mobilization. No action is required if the Soldier desires the maximum coverage. However, a Soldier must complete a SGLV Form 8286 if the Soldier does not desire enrollment or wants an amount less than maximum coverage.

(c) A Soldier who is enrolled for less than full coverage prior to mobilization is automatically enrolled for the maximum coverage with an effective date of the mobilization. No action is required if the Soldier desires the maximum coverage. However, a Soldier must complete a SGLV Form 8286 if the Soldier does not desire maximum coverage.

(d) Family SGLI (FSGLI, SGLV-8286A) is an automatic enrollment since 1 Nov 01. The Soldier must take action to elect reduced coverage amount or decline coverage, otherwise, full FSGLI coverage with corresponding premium collections is in effect. The key action that the Soldier must ensure is to update DEERS/SIDPERS before mobilization, during mobilization, and then again, at demobilization. Otherwise, the Soldier will be liable for retroactive FSGLI premiums based on the latest information in DEERS.

4. Perform Finance In-processing.

a. Establish Accountability. Identify a leader or point of contact (POC) for each group that is in-processing (a Commander, First Sergeant, NCOIC, etc.). Brief the leader in charge of the group regarding the impact and importance of 100% in-processing of Soldiers by finance.

b. Conduct Entitlements Brief. Brief Soldiers on the basic mobilization military pay, travel and allowances (Annex D). Issue each Soldier a Finance Mobilization/Demobilization Documentation Requirements Checklist (Annex E). Place this finance checklist in the Soldier's mobilization packet. Briefings will also include:

(1) An explanation of DJMS-RC Leave and Earnings Statement (LES).

- (2) Ordinary leave and special leave accrual.
- (3) Finance's role and procedures while processing through the finance station.
- (4) Requirements for documentation (i.e., orders, statement of nonavailability).
- (5) AGR-specific information.

A good source of travel information is the Contingency Travel Operations Guide. See travel web site at Annex G.

c. Perform Pay Account Verification with Each Soldier.

(1) If DJMS connectivity is not available, print a copy of the Soldier's MMPA before any processing occurs. Active Guard and Reserve (AGR Title 10) Soldiers will remain on DJMS-AC – do not take off active duty status. Annotate "AGR DJMS-AC" on all documents received from AGR Soldiers. Ensure the following items are correct:

- (a) The Soldier's SSN.
- (b) Grade.
- (c) PEBD.
- (d) ETS.
- (e) State and Federal Tax Withholding.
- (f) Number of exemptions.
- (g) BAH status.
- (h) DD/EFT.
- (i) Mailing Address.
- (j) SGLI and FSGLI.

(2) Ensure all necessary forms are available to make appropriate corrections. All changes must go through the Standard Installation/Division Personnel System (SIDPERS) to maintain the validity of the Pay/Personnel Match. Review Bonus Master History to determine status of bonus payments, which is also listed in the Commanders Pay Management Report.

(3) Review the Soldier's Thrift Savings Plan (TSP) account to ensure Soldiers understand that their current TSP percentage election will impact them dramatically once on AD. For example, an aviator has 100% of their incentive pay elected for TSP. During IDT, the aviator TSP deduction is \$112. Once on AD, and no change to their TSP election, \$840 is now deducted for TSP.

(4) Ensure that all documents submitted to finance from the unit are correct. If the Soldier wishes to make changes, have them complete the proper form and submit the appropriate substantiating documentation.

(5) Resolve any outstanding pay concerns at home station. If the inquiry cannot be corrected on the spot, complete a DA Form 2142 (Pay Inquiry) or equivalent form, research and resolve the inquiry. Comply with the following principle of Soldier service standard:

When Soldiers report to home station to mobilize, the unit's servicing finance office (either the USPFO or UPC) continues as the primary office responsible for resolving all pay inquiries. Obtain the supporting documentation from the unit/UA and make the proper input to update the Soldier's pay account. If necessary, coordinate with the Soldier's unit leader to resolve other inquiries. Inform the Soldier and unit leader on the action taken or action pending. When completed, notify the Soldier and unit of completed action(s) within 72 working hours. This is our Soldier service standard.

(6) Finance personnel will initial and date each Soldier's mobilization checklist and the finance documentation requirements checklist upon completion of the interview.

(7) After all Soldiers have been interviewed, contact the leader on site and determine if all Soldiers have in-processed. If not, take action to obtain 100% Soldier accountability.

(8) Input pay transactions within 72 working hours after receipt of document(s).

(9) Each USPFO/UPC will monitor data input and correct rejected transactions within 72 working hours of initial input.

d. Non-automated Pays.

(1) The Soldier's current servicing USPFO/UPC is responsible for non-automated pays that require a monthly input into DJMS-RC during the entire mobilization.

(2) Each USPFO or UPC is responsible for establishing internal controls to ensure that the monthly input is performed in a timely and efficient manner.

ACTION: Use TIN D02/C05 each month prior to the end-of-month cycle (Code 3) to pay Soldiers any of the following non-automated pays:

- (a) Parachute Duty - High Altitude Low Opening (HALO).
- (b) Experimental Stress Duty.
- (c) High and/or Low Pressure Chamber.
- (d) Human Acceleration or Deceleration Experimental Subject.
- (e) Thermal Stress Experiments.
- (f) Toxic Fuels or Propellants.
- (g) Toxic Pesticides.
- (h) Chemical Munitions.
- (i) Continental United States (CONUS) Cost of Living Allowance (COLA) based on the Soldier's ZIP Code.
- (j) Overseas Housing Allowance (OHA), if applicable.
- (k) Special Duty Assignment Pay (SDAP).

(l) Foreign Language Proficiency Pay (FLPP). Deployed Soldiers who are within the FLPP testing period will continue to receive this pay until re-tested within 180 days upon return to PDS.

e. **Medical Pays.** DFAS-IN makes payment into DJMS-RC to automatically pay Board Certified Pay (BCP) and Variable Special Pay (VSP) as follows:

(1) Processes TIN A28 changing the MDVO Type Code to "N."

(2) Each State (ARNG) or UPC/USAR unit is responsible for submitting the following documents to the location below for all Medical Special Pays. The Office of the Surgeon General will review credentials, determine privileging approval, and provide DFAS-IN the authorized individual rates for top loading payments into DJMS-RC. Below are the required substantiating documents:

(a) Copy of AD orders.
(b) Inter-facility Credentials Transfer & Privileging Brief (ICTPB).
(c) If available, documents of previous extended AD periods - DD 214s and ARNG Retirement Points History Statement (NGB 23) or Chronological Statement of Retirement Points (ARPC 249-2-E). Consolidate all documentation by unit and forward to the following address:

AMEDD Special Pay Branch
Office of the Surgeon General
ATTN: DASG-PTP
200 Stovall Street,
Alexandria, VA 22332-0417
Fax Com 703-325-2326 or DSN 221-2326

f. **Leave Processing/Leave Master Record (LMR).** If leave is taken at home station prior to arriving at mobilization station, the USPFO/UPC will input all DA Forms 31 (Request and Authority for Leave) submitted by the mobilized unit on a transmittal letter. The USPFO/UPC will use TIN S01 to input leave taken, changes to leave periods, and leave cancellations. This transaction will update the DJMS-RC LMR.

g. **ARNG AGR Processing.** The State HRO enters the NGB-ARM site on GKO to enter data on mobilized AGRs. The State HRO will input the AGR Soldier as mobilized with mob date and upload a copy of orders. NGB-ARM receives the orders and will coordinate with DFAS-IN for the service component code change. NGB-ARM will coordinate with DFAS-IN to ensure that the Soldiers component code (FID TP) is changed to effect funding. Each USPFO must institute internal controls/processes to monitor AGR accounts during periods of mobilization.

h. Pay/Personnel Review.

(1) Identify cross-level transfers of Soldiers and verify PER/PAY data to new unit UIC/DUIC.

(2) Validate SIDPERS SGLI and FSGLI information with SGLV 8286 and SGLV 8286A received and confirmed by the Soldier.

i. Rejects and Management Notices Completion:

(1) Resolve all reject transactions and management notices within 72 working hours.

(2) The designated pay technician will generate the Reject Listing Report IAW established office policy after the batched cycle has been uploaded. The Reject Listing Report will be reviewed and noted for corrections to be done.

(3) The supervisor will review the DMO reports and status of rejects daily.

(4) The supervisor will give each pay clerk a copy of their transactions and errors for correction by COB the same day.

(5) The following is the correction input priority:

- (a) A24 – Long Tour.
- (b) SSN errors.
- (c) Transactions name does not match the MMPA.
- (d) “A” missing in front of the SSN – transaction did not hit the system.
- (e) All other Transaction Input Numbers (TINs).

(6) The pay clerks will make all necessary corrections and note the corrections taken on the reject document.

(7) The corrected cycle will be returned to the supervisor. The supervisor will review, verify and return the work to the designated pay clerk to upload.

(8) Leaders will conduct training as necessary to improve pay timeliness and accuracy.

(9) The filing personnel will file all work by Julian date IAW AR 25-400-2. The files are kept for 60 days after the Soldier demobilizes and then archived.

Chapter 7

Mobilization Station Phase IV

1. **Mission Intent.** To validate, as the primary mission, RC Soldiers' pay accounts by conducting a "face-to-face" interview with each Soldier and initiate or correct actions of mobilization entitlements established by the home station. Update the Soldiers' pay accounts as necessary.

2. **Preparation.** Proper planning is critical to a successful finance operation during mobilization station activities. Essential elements include:

a. Proper Staffing. Coordinate with G1/3 to determine the number of RC units and Soldiers expected to process through the mobilization station. Staffing should be sufficient to ensure that a backlog does not occur. The Finance OIC/NCOIC will receive notification of mobilizing units from the Military Personnel Directorate (MPD) or Emergency Operation Center (EOC). The notification will include the advanced party, main body, mobilizing dates, unit name, Unit Identification Code (UIC), the number of Soldiers expected to mobilize through mobilization station, and the SRP date. The advanced party will be required to provide an alpha roster to the finance representative at the Mobilization Unit In-processing Center (MUIC). Pertinent information will be gathered from the mobilizing unit's representative and recorded on the Finance Mobilization/Demobilization Documentation Requirements Checklist (Annex E).

b. Automation. Coordinate with information systems management personnel to ensure the proper connectivity is achieved for DJMS-RC, DJMS-AC and the Internet (regulations). If required, request access to both pay systems from DFAS for finance personnel who are working at the mobilization site. Ensure that adequate laptop/desktop computers are provided for interviewing each Soldier.

c. Forms. Ensure an abundance of required forms are available at the finance station.

3. Soldier Readiness Processing Phase.

a. If DJMS connectivity is not established at the MUIC, the alpha roster will be utilized to print the MMPA and address page. Sort these documents alphabetically prior to the SRP.

b. A detailed finance briefing, with handouts, will be provided to the mobilizing Soldiers at the SRP site prior to meeting individually with a finance representative. The finance briefing will include military pay, travel and allowances (Annex D).

c. The MMPA is reviewed using the finance documentation requirements checklist (Annex E). Supporting documents for input are collected at either the SRP or during the finance face-to-face interview.

d. During the SRP, the Soldier's data must be input into the Deployment and Reconstitution Tracking Software (formerly MOBLAS) for tracking and reporting purposes.

e. The finance OIC/NCOIC will submit a transactions analysis report to DFAS Mobilization and Demobilization Support Team (MDST) monthly that lists the FIDs processed by the mobilization station that should have been completed by either the home station or POE/deployed finance activity.

f. Submit a Situation Report (SITREP) for the SRP OIC/NCOIC and finance officer, as determined by the SRP OIC/NCOIC. Maintain a copy for one year.

4. Perform Finance Interview.

a. Establish accountability. Identify a leader or point of contact (POC) for each group that is in-processing to mobilize (a Commander, First Sergeant, NCOIC, etc.). Brief the leader in charge of the group regarding the impact and importance of 100% in-processing of Soldiers through the finance station.

b. Conduct a finance in-processing interview with each Soldier using DJMS. Input changes timely to the Soldier's pay account discovered by the interview or those not accomplished by the home station (USPFO or UPC). Comply with the following principle of Soldier service standard:

When Soldiers report to the mobilization station, the mobilization station's finance office servicing the Soldiers becomes the primary office responsible for resolving all pay inquiries. Obtain the supporting documentation from the Soldier and make the proper input to update the Soldier's pay account. If necessary, coordinate with the Soldier's unit leader and the Soldier's parent paying office (either the USPFO or UPC) to resolve other inquiries. Do not refer the Soldier back to home station for finance support. Inform the Soldier and unit leader on the action taken or action pending. When completed, notify the Soldier and unit of completed action(s) within 72 working hours. This is our Soldier service standard.

c. Verify AGR Title 32 Soldiers (component changes) and ensure entitlement to BAH is for their PDS (Title 32 and Title 10). Finance must first confirm entitlement with the DoDFMR and PPG. Below are general rules for BAH; refer to the DoDFMR for specific situations.

(1) DA Form 5960 (Authorization to Start, Stop, or Change Basic Allowance for Quarters (BAQ) and/or Variable Housing Allowance (VHA)) is used to ensure the

correct rate of Basic Allowance for Housing (BAH) is paid to the Soldier. Single Soldiers maintaining their permanent residence must provide a copy of their mortgage, lease or rental agreement as a substantiating document since their BAH entitlement is based on maintenance of their primary residence. These substantiating documents validate the correct entitlement rate.

ACTION: Use TIN A32 to start BAH.

(2) A Soldier with dependent(s) will receive BAH-I using the ZIP Code of the Soldier's primary residence for rate determination.

NOTE: A Soldier must have physical custody of a child in order for that child to be considered a dependent.

(3) A Soldier without dependents must retain his/her primary residence to receive BAH-I during the period of mobilization. If the Soldier discontinues occupancy of his/her primary residence, the Soldier will receive BAH at the partial rate.

(4) A Soldier without dependents may receive BAH-DIFF in addition to BAH-I at the without dependent rate or BAH at the partial rate. BAH-DIFF is now a separate pay entitlement and not the difference between the "with" and "without" rates. The Soldier's dependent support must be not less than the BAH-DIFF rate. Remember that as the rates change from year to year, the amount of support might require increases to remain qualified for BAH-DIFF. Table 028 on JWMM will contain the rates for BAH-DIFF.

(5) A Soldier married to another service member without any other dependents will be treated as a single Soldier for BAH purposes. Maintenance of a residence would be required to receive BAH-I. If the Soldier has another dependent other than the other service member, the Soldier will need to choose whether to receive BAH-I at the with dependent rate or BAH-I at the without dependent rate. A family residing together cannot have more than one BAH-I with dependents.

d. Finance personnel will initial and date each Soldier's mobilization checklist and the finance documentation requirements checklist upon completion of the interview.

e. After interviewing Soldiers, contact the unit/SRP leader on site to ensure all Soldiers processed through the finance station. Achieve 100% Soldier accountability.

f. The finance documentation requirements checklist, MMPA, processed transaction sheet, address page, competent orders and supporting documents (provided by the Soldier/unit) will be batched for processing. Maintain this finance checklist in the Soldier's mobilization packet until the Soldier demobilizes. Maintain supporting pay document(s) by cycle.

g. The following is the coding input processing priority, if not established at home station, to include retroactive entitlements:

- (1) A24 – Long Tour (Must be confirmed prior to input).
- (2) A18 – Direct Deposit/Sure Pay.
- (3) A32 – BAH/COLA (Basic Allowance for Housing).
- (4) A33 – FSA (Family Separation Allowance).
- (5) A31 – BAS (Basic Allowance for Subsistence).
- (6) Other entitlements/allowances (e.g., severance disability, officer's clothing).

h. Batch pay documents for input and assign a cycle number from the logbook. The team leader/NCO will distribute the work.

i. Input pay transactions within 72 working hours after receipt of document(s).

j. The Team Leader/NCO will audit/review throughout the day as the coding personnel complete the processing. The remaining cycles will be collected daily for auditing IAW established office policy.

k. The cycles will be audited and accounted for on the cycle log as closed or open. The closed cycles will be retrieved from the "Upload" shelf and transmitted by the finance NCO/designee. Transmitting will be accomplished daily IAW established office policy.

l. Uploads will be processed according to the schedule published by DFAS-IN.

m. The auditor must correct documents input incorrectly.

n. The filing personnel will file all work by Julian date IAW AR 25-400-2. Files are kept for 60 days after the Soldier demobilizes and then archived.

5. Perform Medical Retention Processing (MRP, formerly ADME). Refer to Annex L, page 124 for general guidance and the MRP web site on page 106.

6. Leave Processing/Leave Master Record (LMR). The servicing finance office/DMPO at the mobilization station will be responsible for reporting leave taken on the LMR. The LMR contains all leave that has accrued, used or lost for a member. The LMR is available for viewing through DJMS. The finance office/DMPO will submit TIN S01 to report any leave taken during the mobilization period. The only updates that will recompute the leave balances for tours automatically are the Code 2 (mid-month) and Code 3 (end of month) updates. When the field site submits TIN S01, it will cause the LMR to recalculate on any coded update, 1, 2, or 3. DJMS-RC will not recompute the LMR on daily updates.

7. Rejects and Management Notices Completion:

- a. Resolve all reject transactions and management notices within 72 working hours.
- b. The Finance NCO, Audit NCO or designated personnel will generate the Reject Listing Report IAW established office policy the day after the batched cycle has been uploaded. The Reject Listing Report will be reviewed and noted for corrections to be done.
- c. The OIC/NCOIC will review the DMO reports and status of rejects daily.
- d. The Team Leader/NCO will give each military pay clerk a copy of the transactions and errors for correction by COB the same day.
- e. The following is the correction input priority:
 - (1) A24 – Long Tour.
 - (2) SSN errors.
 - (3) Transactions name does not match the MMPA.
 - (4) “A” missing in front of the SSN – transaction did not hit the system.
 - (5) All other Transaction Input Numbers (TINs).
- f. The military pay clerks will make all necessary corrections and note the corrections taken on the reject document.
- g. The corrected cycle will be returned to the Audit NCO. The Audit NCO will review, verify and return the work to the designated Finance NCO to upload.
- h. Leaders will conduct training as needed to improve pay timeliness and accuracy.
- i. The filing personnel will file all work by Julian date IAW AR 25-400-2. Files are kept for 60 days after the Soldier demobilizes and then archived.

Chapter 8
Port of Embarkation/Deployed Location
Phase V

1. **Mission Intent.** To ensure, as the primary mission, all RC Soldiers arriving and departing the area receive the proper pay and entitlements. If the home station or the mobilization station did not establish certain pay or allowance, take the appropriate action to update the Soldiers' pay accounts.

2. **Preparation.** Proper planning is critical to a successful finance operation during POE or deployed location. Essential elements include:

a. Proper Staffing. Coordinate with G1/Aerial Port of Embarkation (APOE) to determine the number of RC units and Soldiers expected to arrive and depart the deployed location. Staffing should be sufficient to ensure that a backlog does not occur. The Finance OIC/NCOIC will receive notification of unit arriving or departing from the Military Personnel Directorate (MPD) or Emergency Operation Center (EOC).

b. Finance Representative. Deploy finance teams to the APODs to obtain orders or manifest certified by the unit commander of Soldiers arriving and departing the deployed location.

c. Automation. Coordinate with information systems management personnel to ensure the proper connectivity is achieved for DJMS-RC, DJMS-AC and the Internet (regulations). Ensure adequate laptop/desktop computers are provided for interviewing each Soldier.

d. Forms. Ensure an abundance of required forms are available at the finance station.

3. **Finance Office Responsibilities:**

a. Create/maintain database listing for Soldiers in theater based on the following:

- (1) Use access/excel.
- (2) Create database, tracking listing.
- (3) Make routine input; uploads.
- (4) Query system.
- (5) Generate reports/outputs.

(6) This listing and all arrivals are centralized for theater and tightly controlled.

(7) Input pay transactions within 72 working hours after receipt of document(s) in every phase of this chapter.

(8) Review the DMO reports daily. Resolve all rejects and management notices within 72 working hours in every phase of this chapter.

b. Perform in-processing/briefing.

(1) Brief pay, entitlements, savings deposit program and thrift savings plan (if during open season), Annex D. Review general entitlements, emphasize location-specific entitlements (provide example) and include local travel policy.

(2) Perform customer service for Soldiers, units and organizations.

(3) Resolve pay inquiries. Comply with the principle of Soldier service standard below:

When Soldiers report to the deployed location, the deployed station's finance office servicing the Soldiers becomes the primary office responsible for resolving all pay inquiries. Obtain the supporting documentation from the Soldier and make the proper input to update the Soldier's pay account. If necessary, coordinate with the Soldier's unit leader and the Soldier's parent paying office (either the USPFO or UPC) to resolve other inquiries. Do not refer the Soldier back to the mobilization station or to home station for finance support. Inform the Soldier and unit leader on the action taken or action pending. When completed, notify the Soldier and unit of completed action(s) within 72 working hours. This is our Soldier service standard.

(4) Activate government travel charge card, if necessary.

(5) Brief administrative finance operations (pay inquiry procedures, office hours, etc.).

(6) Collect/Maintain manifest information.

(7) Coordinate with APODs for manifest information and position finance teams at the APODs.

(8) Coordinate with personnel for their manifest/database information.

(9) Coordinate with unit S1/administration for personnel rosters/manifest information.

(10) Monitor/coordinate with medical/hospital for evacuated personnel or medical redeployments at least twice a month.

(11) Consolidate/review/input data into database.

(12) Identify re-arrivals into theater (leaves, R&R, TDY, etc).

c. Process arrivals.

(1) Create/generate arrival input file (manifest listing with name, SSN and date of arrival) for arriving Soldiers. This starts the deployed/location-unique pay and entitlements.

(2) Send one disk, which includes AC and RC component Soldiers arriving (and departing), to DFAS Systems Liaison and Procedures Office (SLAPO) for system bump and upload to start theater-unique entitlements. This temporary assistance currently applies only to the 336th FINCOM until such time mass upload system capability (DMO) matures in the AOR.

(3) DFAS will review DJMS and add PAS, APC1, entitlements dates and other information. DFAS SLAPO will create an arrival file and bump the two separate files (AC file and RC file).

(4) Finance office will review files for AGRs, Soldiers already arrived, etc. Soldiers already arrived will be taken off the list. AGRs will be taken off RC list and ensured they are on AC listing.

(5) Update central database, as necessary.

(6) Review MMPA and update the account, as necessary.

d. Sustain pay accounts.

(1) Monitor/update database, as necessary.

(2) Coordinate with HS finance office for nontheater-specific entitlements.

(3) Review non-automated pays.

(4) Annual Clothing Replacement Allowance (CRA). The Army National Guard Financial Services and UPC will automatically pay CRA at the one-year anniversary of uninterrupted active military service, payable at one-half of the applicable fiscal year rate.

(5) Input leave, as applicable.

(6) Input local payments (CPs, APs, travel, etc.), as applicable.

(7) Coordinate with DFAS/SIDPERS/USARC/NGB for updates to Soldiers' accounts (e.g., promotions). Emphasize to unit S1/administration to maintain records through demobilization.

(8) Input casualty data, as applicable (Annex F).

(9) Review MMPA and update the account, as necessary.

(10) **Perform Medical Retention Processing (MRP, formerly ADME). Refer to Annex L, page 124 for general guidance and the MRP web site on page 106.**

e. Perform customer service.

(1) Take/manage pay inquiries; process savings deposit program.

(2) Review MMPA.

(3) Resolve pay inquiries.

(4) Verify entitlements/documentation.

(5) Input/upload using DMO.

f. Conduct out-processing/briefing.

(1) Complete travel voucher itinerary from home station to point of departure from deployed location.

(2) Stop deployed/location-specific entitlements (emphasize that collection will occur and the Soldier must inform finance immediately if entitlements continue).

(3) Explain leave, accrued leave, tax-free leave, SLA (Special Leave Accrual).

(4) Emphasize importance of demobilization station and home station activities.

(5) Deactivate government travel charge card, if necessary.

(6) Resolve outstanding inquiries.

g. Process departures.

(1) Monitor manifests and coordinate with medical facilities for evacuation information at least twice a month.

- (2) Input/update database or Soldier listing.
- (3) Create listing for departed Soldiers.
- (4) Review for emergency leave/leave status, R&R, MEDIVAC, TDY, etc.
- (5) Send DFAS Systems Liaison and Procedures Office (SLAPO) one file for Soldiers departing (this file also includes Soldiers arriving) for mass input (DMO) to stop theater-specific entitlements. This temporary assistance currently applies only to the 336th FINCOM until such time mass upload system capability (DMO) matures in the AOR.
- (6) Remove data on Soldiers who departed the theater from the main data base/file. Otherwise, the propensity for re-starts (overpayments) may recur.
- (7) Verify upload.

Chapter 9

Demobilization Station

Phase VI

1. **Mission Intent.** To validate, as the primary mission, RC Soldiers' pay accounts by conducting "face-to-face" interview with each Soldier and change tour of duty dates. Terminate pay and entitlements, as applicable, the Soldier is no longer authorized to receive.

2. **Preparation.** Proper planning is critical to a successful finance operation during the demobilization station activities. Essential elements include:

a. Proper Staffing. Coordinate with G1/3 to determine the number of RC units and Soldiers expected to process through the demobilization station. Staffing should be sufficient to ensure that a backlog does not occur. The Finance OIC/NCOIC will receive notification of demobilizing units from the Military Personnel Directorate (MPD) or Emergency Operation Command (EOC). The notification will include the advanced party, main body, demobilizing dates, unit name, Unit Identification Code (UIC), the number of Soldiers expected to process through demobilization station, and the SRP date. The advanced party will be required to provide an alpha roster to the finance representative at the Mobilization Unit In-processing Center (MUIC). Pertinent information will be gathered from the demobilizing unit's representative and recorded on the Finance Mobilization/Demobilization Documentation Requirements Checklist (Annex E).

(1) Finance representative will obtain an alpha roster of demobilizing Soldiers and address major pay topics to the group as a whole during the finance briefing.

(2) The finance documentation requirements checklist has been created in a way to fix problems before the Soldiers themselves know they have a problem. The Soldier can make their own notations in the remarks column at the briefings in reference to their specific questions.

(3) Complete the entire demobilization checklist. The DD Form 214 and REFRAD dates must match. Give the REFRAD date to MPD based on the leave dates.

(4) The demobilization schedule is posted on the OIC or NCOIC's calendar and the bulletin board in the finance office for quick reference and planning purposes.

(5) The NCOIC will designate a Team Leader/NCO to be responsible for the demobilization SRP for the day. That leader will ensure all processes necessary to demobilize the unit are completed.

b. Automation. Coordinate with information management systems personnel to ensure the proper connectivity is achieved for DJMS-RC, DJMS-AC and the Internet (regulations). If required, request access to both pay systems from DFAS for finance personnel who are working at the demobilization site. Ensure adequate laptop/desktop computers are provided to interview each Soldier.

c. Forms. Ensure an abundance of required forms are available at the finance station.

3. Reverse Soldier Readiness Processing Phase.

a. If DJMS connectivity is not established at the MUIC, the alpha roster will be utilized to print the MMPA and address page. These documents will be sorted alphabetically, prior to the reverse SRP.

b. Active Guard and Reserve (AGR Title 10) Soldiers will remain on DJMS-AC - do not take off active duty status. Annotate "AGR DJMS-AC" on all documents received from AGR Soldiers. Continue to monitor for erroneous AGR separations. BAH is based on the PDS for AGR Soldiers (Title 10 and 32), previously validated by the State or RRC. Finance must first confirm entitlement with the DoDFMR and PPG.

c. A detailed finance briefing will be provided to the demobilizing Soldiers at the SRP site prior to meeting individually with a finance representative. The finance briefing will include military pay, travel and allowances (Annex D). Complete DD Forms 1351-2, itinerary from demobilization station to home of residence (Annex K).

d. Provide the Soldiers the following documents and conduct the following actions:

(1) Finance Mobilization/Demobilization Documentation Requirements Checklist, if not already in the Soldier's demobilization packet. This checklist stays in the packet.

(2) DA Form 31 (for transitional leave).

e. The MMPA is reviewed using the finance documentation requirements checklist. Supporting documents are collected for input at either the SRP or during the face-to-face interview with the Soldier. Update the TSP percentage, as applicable.

f. Submit a Situation Report (SITREP) for the SRP OIC/NCOIC and finance officer, as determined by the SRP OIC/NCOIC. Maintain a copy for one year.

4. Perform Finance Demobilization Interview:

a. Establish accountability. Identify a leader or point of contact (POC) for each group that is in-processing to demobilize (a Commander, First Sergeant, NCOIC, etc.). Brief the leader in charge of the group regarding the impact and importance of 100% in-processing of Soldiers through the finance station.

b. Conduct face-to-face pay account verification with the Soldier. Comply with the following principle of Soldier service standard:

When Soldiers report to the demobilization station for REFRAD (Release from Active Duty), the demobilization station's finance office servicing the Soldiers becomes the primary office responsible for resolving all pay inquiries. Soldiers REFRAD for several reasons, such as end of regular tour of duty and medically separated/retired. In certain cases, payment of disability severance pay is required. Obtain the supporting documentation from the Soldier and make the proper input to update the Soldier's pay account. If necessary, coordinate with the Soldier's unit leader and the Soldier's parent paying office (either the USPFO or UPC) to resolve other inquiries. Do not refer the Soldier back to the deployed location or home station for finance support. Inform the Soldier and unit leader on the action taken or action pending. When completed, notify the Soldier and unit of completed action(s) within 72 working hours. This is our Soldier service standard.

c. Finance personnel will initial and date each Soldier's demobilization checklist and the finance documentation requirements checklist upon completion of the interview.

d. After interviewing Soldiers, contact the unit/SRP leader on site to ensure all Soldiers processed through the finance station. Achieve 100% Soldier accountability.

e. The finance documentation requirements checklist, MMPA, processed transaction sheet, address page, competent orders and supporting documents (provided by the Soldier/unit) will be batched for processing.

f. **Tour Changes and Entitlement Terminations.** Below is the coding input processing to stop basic pay, entitlements and payment for certain allowances during the demobilization. Examples include, but are not limited to the following:

(1) A24 – Long Tour (must be changed - not canceled - to reflect the REFRAD date resulting from transitional leave or the last date of home station activities (cash out) confirmed by the NCOIC or OIC). The supervisor is the only individual authorized to approve cancellation of a tour. Review the DD Form 214.

(2) A31 – BAS (Basic Allowance for Subsistence), stop action.

(3) A32b – BAH (Basic Allowance for Housing) effective the REFRAD date.

(4) A33 – FSA, stop action.

(5) Other entitlements/allowances – terminate theater/deployed location entitlements, if still receiving them (HFP, CZTE, HDP-L, etc.).

(6) D02-2 – Enlisted clothing allowance, pay action. Pay either for the complete tour or earned portion of a period, depending on payment made by the home station (USPFO or UPC, as applicable), if any.

(7) D02-1 - Severance Disability Pay, pay action. Use TIN 900 to separate the Soldier from the pay file and a D19.

g. Batch pay documents for input and assign a cycle number from the logbook. The team leader/NCO will distribute the work.

h. Input pay transactions within 72 working hours after receipt of document(s).

i. The Team Leader/NCO will audit/review throughout the day as the coding personnel complete the processing. The remaining cycles will be collected daily for auditing IAW established office policy.

j. The cycles will be audited and accounted for on the cycle log as closed or open. The closed cycles will be retrieved from the "Upload" shelf and transmitted by the finance NCO/designee. Transmitting will be accomplished daily IAW established office policy.

k. Uploads will be processed according to the schedule published by DFAS-IN.

l. The auditor must correct documents input incorrectly.

m. **Perform Soldier Data Reconciliation.** Do this with the local military personnel directorate/G1 monthly. This data/file "bump" reveals the number of Soldiers demobilized and reported in the personnel system against the number of Soldiers demobilized and reported by the finance system. Forward the file to DFAS Mobilization and Demobilization Support Team (MDST) for system reconciliation each month.

n. Submit a transactions analysis report to DFAS MDST monthly that lists the FIDs processed by the demobilization station that should have been completed by either the POE/deployed finance activity or home station.

o. **Perform Medical Retention Processing (MRP).** MRP (formerly ADME) applies to RC Soldiers mobilized and require health care based on medical conditions identified while in an active duty status in support of the Global War on Terrorism (GWOT) contingency operations. The implementing instructions for the new MRP are located in the Army G1 web site (Annex G). Also, refer to page 124. Below is general information and finance's responsibility pertaining to MRP:

(1) These are Soldiers transitioning from Title 10 USC 12302 partial mobilization orders to Title 10 USC 12301(d) voluntary retention on active duty orders for medical retention processing, to include participating in the Civilian Based Health Care Initiative (CBHCI) program.

(2) The Human Resources Command-Alexandria (HRC-A) medical cell is the approving authority for orders and extensions. Upon approval, HRC-A will publish 179-day orders to retain the Soldier on active duty.

(3) HRC-A will furnish copies of the orders to the Soldier; the Joint Force Headquarters State (JFHQ-ST), Regional Readiness Command (RRC) or the United States Army Special Operations Command (USASOC); the losing RC unit; the ARNG Financial Services Center, Indianapolis, IN; the UPC, Ft McCoy, WI; and the Soldier's mobilization station responsible for the separation order and DD Form 214.

(4) Finance personnel will establish effective procedures, to include POCs, for receiving MRP orders from the local MRP unit, GSU/G1 or MTF. Update Soldiers' pay accounts as necessary. Ensure the list of Soldiers on MRP orders matches the list maintained by the MRP unit, GSU/G1, MTF or Civilian Based Health Care Organization (CBHCO).

(5) Finance personnel will visit/contact the MTF/CBHCO at least twice a month to ensure pay accountability of Soldiers arriving and departing. Update Soldiers' pay and entitlements immediately.

(6) Coordination for REFRAD is the responsibility of the attached MRP unit, MTF and CBHCO. Once placed on MRP orders and further TCSd, a Soldier who redeploys is not required to return to the original redeployment/demobilization station to be REFRAD.

(7) Soldiers on MRP orders will maintain their BAH based on the HOR Zip Code on the original mobilization order. Soldiers will also maintain FSA, unless further attached to a CBHCO placing the Soldier at his HOR.

p. Conduct 100% post-demobilization audit of pay accounts within 30 days of REFRAD.

q. The filing personnel will file all work by Julian date IAW AR 25-400-2. Files are kept for 60 days after the Soldier demobilizes and then archived.

5. Leave Payment Procedures:

a. A copy of the signed Separation Leave Record will be temporarily filed until the day following the final pay date for the individual Soldier.

b. The finance NCO responsible for the unit will ensure the leave information is delivered to MPD immediately upon completion of the calculations. Review the DD Form 214. A copy will be provided to the Soldier for signature during the SRP.

c. The DA Forms 31 are collected from the briefing and are placed on blocks for processing. Process TIN S01 to process leave in DJMS-RC. The data inputted into the RC leave program includes initial demobilization date, tour end date and leave dates taken.

d. Process TIN S04, TIN S01 or TIN S02 to process or pay accrued leave. TIN S02 cannot be input until the Soldier has received their final pay. Use a suspense file.

e. Input all changes to the Soldier's pay account that is annotated on the finance documentation requirements checklist.

f. AGR Soldiers are authorized to cash in leave upon REFRAD from a mobilized status.

6. Rejects and Management Notices Completion:

a. Resolve all reject transactions and management notices within 72 working hours.

b. The Finance NCO, Audit NCO or designated personnel will generate the Reject Listing Report IAW established office policy the day after the batched cycle has been uploaded. The Reject Listing Report will be reviewed and noted for corrections to be done.

c. The OIC/NCOIC will review the DMO reports and status of rejects daily.

d. The Team Leader/NCO will give each military pay clerk a copy of the transactions and errors for correction by COB the same day.

e. When necessary, the following is the correction input priority:

(1) A24 – Long Tour.

(2) SSN errors.

(3) Transactions name does not match the MMPA.

(4) "A" missing in front of the SSN – transaction did not hit the system.

(5) All other Transaction Input Numbers (TINs).

(6) Reminder: TIN S02 will be used to process the pay-out of leave in DMO.

TIN S02 cannot be input until the Soldier has received their final pay. Use a suspense file.

f. The military pay clerks will make all necessary corrections and note the corrections taken on the reject document.

g. The corrected cycle will be returned to the Audit NCO. The Audit NCO will review, verify and return the work to the designated Finance NCO to upload.

h. Leaders will conduct training as needed to improve pay timeliness and accuracy.

i. The filing personnel will file all work by Julian date IAW AR 25-400-2. Files are kept for 60 days after the Soldier demobilizes and then archived.

Chapter 10

Post-demobilization at Home Station

Phase VII

1. **Mission Intent.** To validate, as the primary mission, RC Soldiers' pay accounts by reviewing the DD Form 214 or DA Form 220 against the Soldiers' MMPA. The Soldiers' pay and allowances terminate upon demobilizing. This phase is the last - and final check - to ensure 100% accuracy of pay.

2. **Preparation.** Proper planning is critical to a successful finance operation during post-demobilization home station activities. The following essential elements include:

a. Proper Staffing. Coordinate with G1/3 to determine the number of RC units and Soldiers expected to post-demobilize. Staffing should be sufficient to ensure that a backlog does not exist.

b. Automation. Coordinate with information management systems personnel to ensure the proper connectivity is achieved for DJMS-RC, DJMS-AC and the Internet (regulations). Ensure adequate laptop/desktop computers are provided for interviewing each Soldier.

c. Family Readiness Group. Coordinate in advance with the Family Assistance Coordinator/Readiness Coordinator to brief military pay, travel and allowances (Annex D). Include points of contact.

d. Forms. Ensure an abundance of required forms are available at the finance station.

3. Finance-Unit Coordination.

a. Coordinate in advance with the RC unit to ascertain the number of Soldiers scheduled to demobilized.

b. Obtain the demobilization orders for all Soldiers in order to change their tours and update their pay accounts.

4. Perform Finance In-processing.

a. Establish accountability. Identify a leader or point of contact (POC) for each group that is in-processing to demobilize (a Commander, First Sergeant, NCOIC, etc.). Brief the leader in charge of the group regarding the impact and importance of 100% in-processing of Soldiers through the finance station.

b. Conduct Entitlements Brief. Brief Soldiers on the demobilization military pay, travel and allowances (Annex D). Briefings will include an explanation of DJMS-RC Leave and Earnings Statement (LES), ordinary leave, transition leave and special leave accrual. Explain what is supposed to happen at the finance station during post-demobilization home station activities.

c. Complete and certify DD Forms 1351-2 and forward to DFAS-IN, Contingency Travel, for payment (Annex K).

d. Perform Pay Account Verification with Each Soldier.

(1) If DJMS connectivity is not available, print a copy of the Soldier's MMPA before any processing occurs. Active Guard and Reserve (AGR Title 10) Soldiers will remain on DJMS-AC – do not take off active duty status. Annotate "AGR DJMS-AC" on all documents received from AGR Soldiers. Monitor AGR component changes.

(2) Ensure the Soldier's SSN, Grade, PEBD, ETS, State and Federal Tax Withholding, Number of Exemptions, BAH status, DD/EFT, Mailing Address, SGLI, and FSGLI are correct.

(3) Ensure all necessary forms are available to make appropriate corrections. All changes must go through the Standard Installation/Division Personnel System (SIDPERS) to maintain the validity of the Pay/Personnel Match. Review Bonus Master History to determine status of bonus payments, which is also listed in the Commanders Pay Management Report.

(4) Print a copy of the Soldier's Thrift Savings Plan (TSP) master before any processing occurs. Update the percentage election, if necessary.

(5) Ensure that all documents submitted to finance from the unit are correct. If the Soldier wishes to make changes, have them complete the proper form and submit the appropriate substantiating documentation.

(6) Resolve any outstanding pay inquiries. If the problem cannot be corrected on the spot, complete a DA Form 2142 (Pay Inquiry) or equivalent form, research and resolve the inquiry. Comply with the following principle of Soldier service standard:

When Soldiers return to the home station, the home station's finance office servicing the Soldiers becomes the primary - and final - office responsible for resolving all pay inquiries. This is the last station – before Soldiers go on leave or return home - to assure Soldiers' pay and allowances are accurate as a result of the duty tour change. Obtain the supporting documentation from the Soldier and make the proper input to update the Soldier's pay account. If necessary, coordinate with the Soldier's unit leader and either the demobilization station or the deployed location to resolve other inquiries. Do not refer the Soldier back to the demobilization station or the deployed location for finance support. Inform the Soldier and unit leader on the action

taken or action pending. When completed, notify the Soldier and unit of completed action(s) within 72 working hours. This is our Soldier service standard.

(7) Finance personnel will initial and date each Soldier's demobilization checklist and finance documentation requirements checklist upon completion of the interview.

(8) After interviewing Soldiers, contact the unit/SRP leader on site to ensure all Soldiers processed through the finance station. Achieve 100% Soldier accountability.

Failure to perform this critical task immediately upon demobilization could result in substantial debts to Soldiers and their families. Too often these unfortunate cases are discovered when Soldiers return to drill status, in some situations, several months after they REFRAD.

(9) **Medical Retention Processing (MRP).** MRP (formerly ADME) applies to RC Soldiers mobilized and require health care based on medical conditions identified while in an active duty status in support of the Global War on Terrorism (GWOT) contingency operations. The implementing instructions for the new MRP are located in the Army G1 web site (Annex G). Also, refer to page 124. Below is general information and finance's responsibility pertaining to MRP:

(a) These are Soldiers transitioning from Title 10 USC 12302 partial mobilization orders to Title 10 USC 12301(d) voluntary retention on active duty orders for medical retention processing, to include participating in the Civilian Based Health Care Initiative (CBHCI) program.

(b) The Human Resources Command-Alexandria (HRC-A) medical cell is the approving authority for orders and extensions. Upon approval, HRC-A will publish 179-day orders to retain the Soldier on active duty.

(c) HRC-A will furnish copies of the orders to the Soldier; the Joint Force Headquarters State (JFHQ-ST), Regional Readiness Command (RRC) or the United States Army Special Operations Command (USASOC); the losing RC unit; the ARNG Financial Services Center, Indianapolis, IN; the UPC, Ft McCoy, WI; and the Soldier's mobilization station responsible for the separation order and DD Form 214.

(d) Finance personnel will establish effective procedures, to include POCs, for receiving MRP orders from the local MRP unit, GSU/G1 or MTF. Update Soldiers' pay accounts as necessary. Ensure the list of Soldiers on MRP orders matches the list maintained by the MRP unit, GSU/G1, MTF or Civilian Based Health Care Organization (CBHCO).

(e) Finance personnel will visit/contact the MTF/CBHCO at least twice a month to ensure pay accountability of Soldiers arriving and departing. Update Soldiers' pay and entitlements immediately.

(f) Coordination for REFRAD is the responsibility of the attached MRP unit, MTF and CBHCO. Once placed on MRP orders and further TCSd, a Soldier who redeploy is not required to return to the original redeployment/demobilization station to be REFRAD.

(g) Soldiers on MRP orders will maintain their BAH based on the HOR Zip Code on the original mobilization order. Soldiers will also maintain FSA, unless further attached to a CBHCO placing the Soldier at his HOR.

e. Conduct 100% Pay Account Audit.

(1) Input pay transactions within 72 working hours after the interview. Finance will change – not cancel - long tours of AD on DJMS-RC once orders are received. The supervisor is the only individual authorized to approve cancellation of a tour. Ensure accuracy of the demobilization date.

(2) Finance is also responsible for input on any of the following transactions, if necessary or if not terminated by the demobilization station, prior to Soldiers going home or on leave:

- (a) Use TIN A18 to change EFT information.
- (b) Use TIN A30 to stop BAH (BAQ portion).
- (c) Use TIN A32 to stop BAH-I.
- (d) Use TIN A31 to stop BAS.
- (e) Use TIN 33 to stop FSA on the day before arriving home.
- (f) Use TIN D02-2 to pay enlisted clothing replacement allowance at the one-year mark or earned prorated periods.
- (g) Use TIN S04, SO1 or S02 for leave processing. Certify leave payments.
- (h) Use TIN B06 to pay officers an additional uniform allowance, if so entitled and not previously paid.
- (i) D02-1 - Severance Disability Pay, pay action. Use TIN 900 to separate the Soldier from the pay file and a D19.

f. Non-automated Pays. The Soldier's current servicing USPFO/UPC is responsible for terminating non-automated pays. They should establish internal controls to ensure stoppage in a timely and efficient manner for the following non-automated pays:

- (1) Parachute Duty - High Altitude Low Opening (HALO).
- (2) Experimental Stress Duty.
- (3) High and/or Low Pressure Chamber.
- (4) Human Acceleration or Deceleration Experimental Subject.
- (5) Thermal Stress Experiments.
- (6) Toxic Fuels or Propellants.
- (7) Toxic Pesticides.
- (8) Chemical Munitions.

(9) Continental United States (CONUS) Cost of Living Allowance (COLA) based on the Soldier's ZIP Code.

(10) Overseas Housing Allowance (OHA), if applicable

(11) Special Duty Assignment Pay (SDAP).

(12) Foreign Language Proficiency Pay (FLPP).

(13) The servicing USPFO/UPC or reserve unit will take action so DJMS-RC will stop making payments for Board Certified Pay (BCP) and Variable Special Pay (VSP).

g. Each USPFO/UPC will monitor data input and correct rejected transactions within 72 working hours of initial input.

h. Pay/Personnel Review.

(1) Identify cross-level transfers of Soldiers and verify PER/PAY data to new unit UIC/DUIC.

(2) Validate SIDPERS SGLI and FGLI information with SGLV 8286 and SGLV 8286A received and confirmed by the Soldier.

i. Rejects and Management Notices Completion:

(1) Resolve all reject transactions and management notices within 72 working hours.

(2) The designated pay technician will generate the Reject Listing Report IAW established office policy the day after the batched cycle has been uploaded. The Reject Listing Report will be reviewed and noted for corrections to be done.

(3) The supervisor will review the DMO reports and status of rejects daily.

(4) The supervisor will give each pay clerk a copy of the transactions and errors for correction by COB the same day.

(5) The following is the correction input priority:

(a) A24 – Long Tour.

(b) SSN errors.

(c) Transactions name does not match the MMPA.

(d) "A" missing in front of the SSN – Transaction did not hit the system.

(e) All other Transaction Input Numbers (TINs).

(6) The pay clerks will make all necessary corrections and note the corrections taken on the reject document.

(7) The corrected cycle will be returned to the supervisor. The supervisor will review, verify and return the work to the designated pay clerk to upload.

(8) Leaders will conduct training as needed to improve pay timeliness and accuracy.

(9) The filing personnel will file all work by Julian date IAW AR 25-400-2. The files are kept for 60 days after the Soldier demobilizes and then archived.

	A	B	C	D	E	F	G	H	I
1	FINANCE TASKS, RESPONSIBILITIES AND PAY STANDARDS MATRIX DURING CONTINGENCY OPERATIONS 1 JUN 04								
2	LEGEND: SAA: SAME AS ABOVE; P: PRIMARY RESPONSIBILITY; S: SECONDARY RESPONSIBILITY; UPC: US ARMY RESERVE PAY CENTER; PRIMARY REFERENCES: ANNEX H								
3	PHASE / PRINCIPLE TASKS	STANDARD OF PAY	SOP PAGE #/ AUTO ITEM	UNIT/HS RESP USPFO	UNIT/HS RESP UPC	MOB - DEMOB	DFAS-IN	DEPLOYED LOCATION	REFERENCES / REMARKS
4	I - PLANNING PHASE								
5	SOLDIER READINESS PROCESSING	ARNG: 1XYR; USAR 2XYR	8, 14	P	P				
6		FINANCE MOB CHECKLIST	8, 14	P	P				
7	BRIEF ENTITLEMENTS	SAA	8, 14	P	P				ANNEX D: YOUR PAY AND TRAVEL FLYERS
8	BRIEF , ENROLL IN myPAY	SAA	8, 14	P	P				myPAY WEB SITE
9	ANNUAL RECORDS REVIEW	BIRTHMONTH	8, 14	P	P				
10	CDR'S SOLDIER CERTIFICATION	BIRTHMONTH	8, 14	P	P				
11	II - ALERT PHASE								
12	UPDATE FIN. READINESS PACKETS	UPON ALERT	9, 16	P	P				
13	LOAD DERIVATIVE UIC	UPON MOB	9 / NO	S	S		P		
14	III - HS ACTIVITIES								
15	ID TRAINING REQUIREMENTS	MONTHLY	9	P	P				
16	ID RESOURCE REQUIREMENTS	MONTHLY	9	P	P				
17	BRIEF FAMILY READINESS GROUP	UPON MOB	9	P	P				ARNG, USAR SOP
18	CONDUCT FIN COMPLIANCE REVIEW	ANNUALLY	10	P	P				AR 11-37, ANNEX M
19	START LONG TOUR, REVIEW MMPA	UPON MOB	17	P	P				
20	RECEIVE, REVIEW MOB PACKET:								
21	MOB ORDERS	SAA	17	P	P				
22	PROMO/DEMO ORDERS	SAA	17	P	P				
23	SF 1199A	SAA	18	P	P				
24	TD IRS FORM W-4	SAA	18	P	P				
25	DA FORM 5960	SAA	18	P	P				
26	APPLICABLE FORMS FOR:								
27	BAS / CONUS OR OCONUS COLA	SAA	19	P	P				
28	START FSA (AFTER 30 CONSECUTIVE DYS)	SAA	19	P	P	S			
29	PAY ENL, RE-ENL, AFFIL. BONUSES	WHEN DUE	19	P	P				PAY UPON RECEIPT REQ FROM BONUS MGR
30	PAY OFFICER UNIFORM ALLOWANCE	SAA	19 / NO	P	P	S			
31	CONDUCT PAY AND TVL BRIEFING	UPON MOB	20	P	P				ANNEX D: YOUR PAY AND TRAVEL FLYERS
32	REVIEW TSP MASTER	SAA	21	P	P				NGR 37-104-3, ARNG SOP
33	COMPLY WITH SOLDIER SVC STANDARD	W/I 72 HRS	22	P	P				
34	INPUT TRANSACTIONS	SAA	22	P	P				
35	START NON-AUTOMATED PAYS	SAA	22 / NO	P	P				
36	START SPECIAL PAYS	SAA	22 / NO	P	P				INCLUDES CERT. REG. NURSE ANESTHETISTS
37	START INCENTIVE PAYS	SAA	22 / NO	P	P				
38	START MEDICAL PAYS	SAA	23 / YES	S	S		P		
39	UPDATE LEAVE MASTER FILE	UPON MOB	23	P	P				
40	PROCESS OR INPUT LEAVE	W/I 72 HRS	23	P	P				
41	RESOLVE MGT NOTICES AND REJECTS	W/I 72 HRS	24	P	P				
42	DEACTIVATE TRAVEL CARD	UPON MOB	116	P	P				DA POLICY; CMD PROC BY USARC/RRC/DRC

	A	B	C	D	E	F	G	H	I
1	FINANCE TASKS, RESPONSIBILITIES AND PAY STANDARDS MATRIX DURING CONTINGENCY OPERATIONS 1 JUN 04								
2	LEGEND: SAA: SAME AS ABOVE; P: PRIMARY RESPONSIBILITY; S: SECONDARY RESPONSIBILITY; UPC: US ARMY RESERVE PAY CENTER; PRIMARY REFERENCES: ANNEX H								
3	PHASE / PRINCIPLE TASKS	STANDARD OF PAY	SOP PAGE #/ AUTO ITEM	UNIT/HS RESP USPFO	UNIT/HS RESP UPC	MOB - DEMOB	DFAS-IN	DEPLOYED LOCATION	REFERENCES / REMARKS
43	IV - MOB STATION								
44	ID TRAINING REQUIREMENTS	MONTHLY	10			P			
45	ID RESOURCE REQUIREMENTS	MONTHLY	10			P			
46	CONDUCT FIN COMPLIANCE REVIEW	ANNUALLY	10			P			AR 11-37; ANNEX M
47	CONDUCT PAY AND TVL BRIEFING	UPON SRP	25			P			INCLUDES CONUS TVL SUBMISSION REQMTS
48	VERIFY/UPDATE INPUT MADE BY HS	UPON SRP	25			P			
49	SUBMIT TINs ANALYSIS TO DFAS MDST	MONTHLY	26			P			
50	COMPLY WITH SOLDIER SVC STANDARD	W/I 72 HRS	26	S	S	P	S		
51	VERIFY AGR COMP CHG (FID TP)	UPON SRP	26			P			
52	VERIFY AGR TITLE 32 SOLDIERS' BAH	UPON SRP	26			P			
53	PAY DISABILITY SEVERANCE PAY	W/I 72 HRS	28 / NO	S	S	P			READ DoDFMR & PPG. BAH FOR AGRs BASED ON PDS, VALIDATED BY THE STATE OR RRC
54	PROCESS OR INPUT LEAVE	SAA	28	S	S	P			
55	PAY OFFICER CLOTHING	SAA	28 / NO	S	S	P			PAY, IF NOT PAID AT HOME STATION
56	INPUT TRANSACTIONS	SAA	28			P			
57	PERFORM MED RETENTION PROCESSING	SAA	28			P			OBTAIN MRP ORDERS (FORMERLY ADME)
58	RESOLVE MGT NOTICES AND REJECTS	SAA	29			P			
59	ASSUME HIERARCHY/ACTIVATE	LOCAL SOP	116			P			DA POLICY; INSTALLATION
60	TRAVEL CARD, IF REQUIRED.								
61	PROCESS ADVANCE PAYS	SAA	123			P			
62	V- POE/DEPLOYED LOCATION								
63	ID TRAINING REQUIREMENTS	MONTHLY	10					P	
64	ID RESOURCE REQUIREMENTS	MONTHLY	10					P	
65	CONDUCT FIN COMPLIANCE REVIEW	ANNUALLY	11					P	AR 11-37; ANNEX M
66	VERIFY/UPDATE INPUT MADE BY HS/MS	UPON ARR	30					P	
67	INPUT TRANSACTIONS	W/I 72 HRS	31					P	
68	RESOLVE MGT NOTICES AND REJECTS	SAA	31					P	
69	CONDUCT PAY AND TVL BRIEFING	UPON ARR/DEP	31, 33					P	
70	COMPLY WITH SOLDIER SVC STANDARD	W/I 72 HRS	31	S	S	S	S	P	
71	START, STOP HF/IDP-CZTE, DEPLOY ENTIT	SAA	32, 34 / NO					P	ONE DISK SENT TO DFAS SLAPO FOR UPLOAD
72	PROCESS AND REVIEW NON-AUTO PAYS	MONTHLY	32 / NO					P	FOR DEPLOYED-SPECIFIC ENTITLEMENTS
73	PAY ENLISTED CLOTHING ALLOWANCE	ANNIVERSARY MO	32 / NO	P	P	S		S	USARC/ARNGFSC CENTRAL INPUT AT 1 YEAR
74	PROCESS OR INPUT LEAVE	W/I 72 HRS	32	S	S	S		P	
75	PROCESS LOCAL PAYS (CPs, APs, TVL)	LOCAL POLICY	32					P	
76	PROCESS SDP	SAA	33 / NO	S	S			P	
77	COMPLETE 1351-2 THRU POE/DEPLOY LOC	UPON DEP	33					P	
78	PERFORM MED RETENTION PROCESSING	W/I 72 HRS	33					P	OBTAIN MRP ORDERS (FORMERLY ADME)
79	ASSUME HIERARCHY / ACTIVATE	LOCAL SOP	116					P	DA POLICY; DEPLOYED LOCATION
80	TRAVEL CARD IF REQUIRED								

	A	B	C	D	E	F	G	H	I
1	FINANCE TASKS, RESPONSIBILITIES AND PAY STANDARDS MATRIX DURING CONTINGENCY OPERATIONS 1 JUN 04								
2	LEGEND: SAA: SAME AS ABOVE; P: PRIMARY RESPONSIBILITY; S: SECONDARY RESPONSIBILITY; UPC: US ARMY RESERVE PAY CENTER; PRIMARY REFERENCES: ANNEX H								
3	PHASE / PRINCIPLE TASKS	STANDARD OF PAY	SOP PAGE #/ AUTO ITEM	UNIT/HS RESP USPFO	UNIT/HS RESP UPC	MOB - DEMOB	DFAS-IN	DEPLOYED LOCATION	REFERENCES / REMARKS
81	VI - DEMOB STATION								
82	ID TRAINING REQUIREMENTS	MONTHLY	12			P			
83	ID RESOURCE REQUIREMENTS	MONTHLY	12			P			
84	CONDUCT FIN COMPLIANCE REVIEW	ANNUALLY	12			P			AR 11-37; ANNEX M
85	CONDUCT PAY AND TVL BRIEFING	UPON DE-MOB	36			P			
86	MONITOR ERRONEOUS AGR SEPS	SAA	36	S	S	P			
87	BRIEF & COMPL 1351-2	SAA	36			P			FROM DMS TO HOME OF RESIDENCE
88	VERIFY TITLE 32 AGR SOLDIERS' BAH	SAA	36			P			READ DoDFMR & PPG. AGRs' BAH BASED ON
89	COMPLY WITH SOLDIER SVC STANDARD	W/I 72 HRS	37	S	S	P		S	PDS, PREV VALIDATED BY STATE OR RRC
90	VERIFY PAY STATUS	SAA	37			P			
91	CHANGE - NOT CANCEL - TOUR DATE	SAA	37			P			CANCELING A TOUR REQUIRES THE
92	STOP DEPLOYED ENTS. IF APPLICABLE	SAA	37			P			SUPERVISOR'S APPROVAL
93	STOP AGR SOLDIERS' FSA	SAA	37			P			
94	PAY ENLISTED CLOTHING ALLOWANCE	SAA	37 / NO	S	S	P			PAY PRORATED AMOUNT
95	PAY DISABILITY SEVERANCE PAY	SAA	37	S	S	P			
96	INPUT TRANSACTIONS	SAA	38			P			
97	PERFORM MED RETENTION PROCESSING	SAA	38			P			OBTAIN MRP ORDERS (FORMERLY ADME)
98	PERFORM FIN-AGMPD/HRC/ INTERFACE	MONTHLY	38			P			
99	SUBMIT FILE FOR PAY-SYSTEM BUMPS	MONTHLY	38			P			DFAS MDST PERFORMS DATA RECONCILIATION
100	SUBMIT TINs ANALYSIS TO DFAS MDST	MONTHLY	38			P			DFAS MDST RETURNS ANALYSIS TO FIN OFF.
101	CONDUCT POST-REFRAD AUDITS	30 DYS AFTER DOS	39			P			100% OF EACH UNIT THAT DEMOBILIZED
102	AGR LV SELL/TITLE 10-TITLE 32	W/I 72 HRS	40			P			
103	INPUT TRANSITION LEAVE	SAA	40			P			
104	RESOLVE MGT NOTICES AND REJECTS	SAA	40			P			
105	DEACTIVATE TVL CARD, IF APPLICABLE	LOCAL SOP	116			P			DA POLICY; INSTALLATION
106	VII - POST-DEMOB (HS ACTIVITIES)								
107	ID TRAINING REQUIREMENTS	MONTHLY	13	P	P				
108	ID RESOURCE REQUIREMENTS	MONTHLY	13	P	P				
109	CONDUCT FIN COMPLIANCE REVIEW	ANNUALLY	13	P	P				AR 11-37; ANNEX M
110	VALIDATE SOLDIERS' STATUS	UPON DE-MOB	41	P	P				UNIT/RRCs SUBMIT DOCs TO UPC
111	NOT PROCESSED VIA PHASE VI								
112	REVIEW FINAL 1351-2 SETTLEMENTS	W/I 5 DAYS	42	P	P				
113	MONITOR AGR COMPONENT CHANGE	UPON DE-MOB	42	P				S	
114	COMPLY WITH SOLDIER SVC STANDARD	W/I 72 HRS	42	P	P	S			
115	PERFORM MED RETENTION PROCESSING	W/I 72 HRS	43	P	P				OBTAIN MRP ORDERS (FORMERLY ADME)
116	CONDUCT 100% PAY AUDIT	UPON DEMOB	44	P	P	S			
117	PROCESS DISABILITY SEVERANCE PAY	W/I 72 HRS	44	P	P				
118	CERTIFY FINAL LEAVE PAYMENTS	UPON DE-MOB	44	P	P				
119	RESOLVE MGT NOTICES AND REJECTS	SAA	45	P	P				
120	RTN TVL CARD TO ARNG HIERARCHY	LOCAL SOP	116	P	P				DA POLICY; CMD PROC BY USARC/RRC/DRC
121	END OF MATRIX								



YOUR PAY WHILE YOU'RE AWAY



1 JUNE 2004



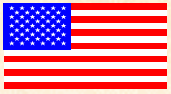
Introduction: Your finance team thanks you for your selfless service. While you are mobilized to support a contingency operation (ONE, OEF, OIF, Joint Endeavor Bosnia, etc.), listed below are the general provisions for pay and allowances and programs you (and family, if applicable) may receive. Also, refer to page 2 for further explanation regarding your pay, Leave and Earnings Statement (LES) and accrued leave. Your unit administrator and the finance team at the United States Property and Fiscal Office (USPFO), United States Army Reserve Pay Center (UPC), or deployed location will ensure you receive these entitlements accurately and timely.

- **Basic Allowance for Housing (BAH).** BAH rates vary by grade, marital status, family member status, child support obligation and home of residence (zip code). Ensure that you have, as applicable, your current marriage certificate, court-ordered support payment agreement, and mortgage/lease/rental (monthly dollar amount stated) documentation. This allowance reflects as “BAH” on your LES.
- **Family Separation Allowance-II (FSA).** This allowance is for married Soldiers or single Soldiers who have children in their custody at the time of deployment and have been involuntarily separated, by military orders, from them for more than 30 consecutive days. FSA is payable from the first day of separation. The entitlement begins the day of departure from home station and stops the day before returning to home station. The monthly rate is \$250.00 and prorated for partial months. This allowance reflects as “FAM SEP ALWS” on your LES.
- **Basic Allowance for Subsistence (BAS).** All officers automatically receive BAS, and generally, enlisted Soldiers receive the standard BAS. BAS entitlement begins on the first day of your tour and ends upon completion of active duty. The monthly officer rate is \$175.23 and the enlisted rate is \$254.46. The amount is prorated for partial months. This allowance reflects as “SUBSISTENCE ALWS” on your LES.
- **Hostile Fire/Imminent Danger Pay (HF/IDP).** This special pay is commonly referred to as “combat pay” and is payable upon your arrival and departure from a designated combat zone location. The monthly rate is \$225.00 and paid for the entire month, regardless of the number of days you spend in the area. This pay reflects as “HOSTILE FIRE” on your LES.
- **Hardship Duty Pay - Location (HDP-L).** Depending on your designated deployed location, you may receive \$50.00, \$100.00 or \$150.00 a month. Qualification for this special pay begins 30 days after arrival at that particular area (but is payable from the day of arrival) and stops the day of departure. The amount is prorated for earned portions of a month. This pay reflects as “HARDSHIP DUTY PAY” on your LES.
- **Combat Zone Tax Exclusion (CZTE).** This is a monetary benefit for designated zones. All enlisted Soldiers and Warrant Officers’ pay are tax-exempt each month from federal and state tax. For commissioned officers, only the first \$6,315.90 is tax-exempt. This maximum monthly dollar amount is derived from the Sergeant Major of the Army’s (SMA) basic pay, plus the HF/IDP amount. This exemption starts the day you arrive and depart from the zone and remains effective for the entire month, regardless of the number of days you spend at that location. **Also, see Page 2.**
- **Travel Per Diem.** Generally, government-furnished mess and lodging will be available. Therefore, the daily rate you’ll receive for incidental expenses is \$3.50 for overseas locations and \$3.00 for stateside locations. You will submit the final travel settlement voucher upon your return to home station. If you are stationed where government lodging and/or meals are not available, you will be able to submit monthly travel claims. All travel claims for mobilized Soldiers supporting contingency operations are paid by a central travel office in Indianapolis, IN. Detailed information on submitting claims or inquiries is available at <http://www.asafm.army.mil/fo/fod/fincom/cti/cti.asp> or call 1-888-332-7366 or DSN 699-0300.
- **Savings Deposit Program (SDP).** Participating in the SDP is voluntary and you may contribute up to \$10,000.00 maximum of your “unallotted” pay by cash or personal check, provided you are in a designated combat zone location. Currently, contributions yield 2.5% quarterly interest rate or 10% annual rate. You must withdraw your SDP contributions and interest within 90 days after you demobilize. To withdraw your funds, write to: DFAS-CL, ATTN: Code FMCS, 1240 E. 9th St., Cleveland, OH 44199-2055. Please include in the request your name, SSN, branch of service and component (AC or RC), date departed from the combat zone area and bank routing and account number (or the mailing address to have the refund check sent). Fax your request to DSN 580-6924 or 216-522-6924; email: larry.robertson@dfas.mil; or the Help Line at 1-800-624-7368, DSN 580-6545.
- **Accrued Leave.** You will earned 2.5 days a month (.5 days for every 6 days). If you’re in a CZTE area, these accrued leave days are non-taxable, provided you have not reached the monthly \$6,315.90 ceiling (SMA’s basic pay, plus HF/IDP). Effective 1 Oct 03, the reserve pay system tracks the days you accrue and take leave. It is your responsibility to assure leave accuracy while mobilized. The demobilization station will compute your accrued leave payment/transition leave days prior to REFRAD (Release From Active Duty).





YOUR PAY WHILE YOU'RE AWAY



1 JUNE 2004

Your Reserve Pay and How it Works



Background, the Future: The method in which you receive your pay while mobilized is slightly different from active duty Soldiers. Currently, finance pays active duty Soldiers under the active pay system and reserve Soldiers under the reserve pay system. In Mar 05, the new finance Forward Compatible Payroll (FCP) system will be the single pay system for active and reserve component Soldiers.

- **Pay Cycles.** To expedite payments, the current reserve pay system has up to 8 pay cycles per processing month. An LES could be produced during any of those 8 cycles in which there was a pay event such as input of pay, collection, or remark on your account. Soldiers on a long tour duty over 30 days are normally paid on cycles at the middle and end of each month. However, a change to your pay will show up on the first of the 8 available pay cycles. Additionally, CZTE adjustments are processed in the first cycle of the following month. Your LESs are available for viewing and printing via myPay (must have a PIN). Finance will furnish you the EOM LESs. Currently, your pay and allowances are not "summarized" on any one LES. Rather, each LES covers only the items included in that particular payment cycle.
- **CZTE Refunds/Split-payments.** At first glance at your LESs, it may appear that you have not received the total tax refunds for CZTE or have been underpaid, but you're not. Your monthly tax exclusions for CZTE are not given to you in full during the same month they are earned; instead, they are refunded to you at the beginning (1st pay cycle) of the following month. Your federal tax refunds will reflect on your LES as "WITHHELD TAX REF" and state tax refunds as "OTHER CREDITS." In general, all pay and allowances due for the first half of a month are paid at midmonth and those for the second half are paid at end of month (1st of following month). For example, you'll receive your monthly FSA in two pay periods: \$125.00 at MM and \$125.00 at EOM, totaling \$250.00. As an exception, Hostile Fire/Imminent Danger Pay is paid at midmonth for the entire month since it is earned in bulk for a whole month. Certain pays which are not fully automated, like CONUS COLA, are generally paid all at the EOM or the following midmonth based on manual input.
- **Monthly Cut-off.** In general, if you arrive in an authorized CZTE area before midmonth cutoff (about the 6th of month), you will receive the HF/IDP special pay the same month, but you'll receive tax refunds the following month. The HF/IDP input generates your CZTE adjustments. However, if you were authorized HF/IDP after the current month cut-off, you will receive HF/IDP tax adjustments for the month of arrival (and the next month) two months after the month you arrive in the designated zone (two months worth of tax refunds). Again, this is due in part to when the initial input of the HFP/IDP is made, and then secondly, adjusting and refunding the federal and state taxes. To put this into perspective, here's an example (keep in mind that pay cycles vary):
 - 1 Sep - Pay and allowances (i. e., BAH, FSA, BAS) for 16-30 Aug, plus HDP-L for the same period (if entitled)
 - 3 Sep - Refund for federal tax deduction from previous month(s) and state taxes, if applicable
 - 15 Sep - Pay and allowances (i. e., BAH, FSA, BAS) for 1-15 Sep and HDP-L for the same period, plus HF/IDP for the whole month of Sep (both, if entitled).
 - 25 Sep - Any of remaining cycles might have a new or changed pay events (new pay, collections, or remarks)
- **Allotments.** Until we field the new FCP in Mar 05, please arrange with your bank to pay recurring bills and other financial obligations.

Okay, so what's the bottom line? Although your pay and allowances are currently not summarized in the EOM LES and some are paid in different pay cycles, you'll receive everything you're entitled, in some cases faster than active Army Soldiers. Once again, your finance team stands proud and ready to ensure you completely understand your pay while you're away. We are totally committed to you and your family's financial readiness!

You may obtain information at anytime by visiting or calling one of the following sites or teams:



myPay: <https://mypay.dfas.mil>
 ARNG Financial Service Center-IN: ARNG-MilPay@arng-fsc.ngb.army.mil or call 1-877-276-4729
 ARNG Family Services: www.GuardFamily.org
 USAR: USARCPAYINQUIRY@emh2.mccoy.army.mil or call (608) 388-6466/5618/5699/5615 or DSN 280-xxxx.
 Army Community Service: www.goacs.org
 Family Assistance Hotline: (800) 833-6622
 Pay and Benefits: <http://www.defenselink.mil/ra/mobil/pdf/benefits.pdf>
 Travel: <http://www.asafm.army.mil/fo/fod/fincom/cti/cti.asp> or call 1-888-332-7366 or DSN 699-0300



POC for this flyer is the United States Army Finance Command (USAFINCOM) at DSN 699-2664/1750 or 317-510-2664/1750.





Army National Guard

Travel Per Diem and Entitlements

1 June 2004



Introduction: The National Guard Bureau would like to thank you for your selfless service. As a mobilized ARNG Soldier, we want you to know that we are here to help. This flyer was designed to provide you useful information regarding your travel entitlements as authorized on your orders. Contingency Travel in Indianapolis, IN pays all travel claims for mobilized Soldiers supporting contingency operations. Detailed information on submitting claims or inquiries is available at <http://www.asafm.army.mil/fo/fod/fincom/cti/cti.asp> or call 1-888-332-7366 or DSN 699-0300. If you cannot get the answers you need regarding your travel pay, you can always telephone 1-877-ARNGPAY (1-877-276-4729) or e-mail ARNG-MILPAY@ARNG-FSC.NGB.ARMY.MIL.

- **Per Diem.** Per diem is a travel allowance that comprises a set dollar amount for lodging and a set amount for meals. These rates are specific to each location. Generally, you will be furnished government mess and lodging when they are available. If you are provided meals and lodging, the daily rate you'll receive for per diem will be \$3.00 for stateside locations and \$3.50 for overseas locations.
- **Duty While within Local Commuting Distance.** If you are within the local commuting distance (which will be established by the commander) of your mob location or duty location, you are not entitled to any per diem.
- **Statement(s) of Non-availability.** The installation commander at your mobilization or duty location will determine if government-provided lodging and meals are available. If not available, then you will be provided a Statement of Non-availability for meals and/or lodging. It is possible that you can have one but not the other. This document is required for you to be reimbursed for either lodging or meals.
- **Privately Owned Vehicle (POV).** You may use your POV as transportation from your home of residence to the assigned mob station and/or duty location. Additionally, you will need to keep in mind that the total payment of travel reimbursement will not exceed the government's cost had government procured transportation been used between locations (i.e., cost of airline ticket).
- **In and Around Mileage.** There is no authorization for the payment of in and around mileage while on temporary change of station orders for Noble Eagle/Enduring Freedom/Iraqi Freedom. You may be authorized in and around mileage while on TDY orders (DD Form 1610/Format 400). If you are authorized in and around mileage, you must keep a log showing the required miles driven and submit a copy of this log with your travel voucher to get reimbursed mileage.
- **Rental Vehicles.** Your orders will indicate if you are authorized use of a rental car. When you are authorized the use of a rental vehicle for official business, you will be reimbursed the rental cost, taxes and fuel. You will not be reimbursed for any additional insurance coverage purchased while stateside.
- **Storage of Household Goods (HHG).** If authorized on your orders, you are eligible for reimbursement of HHG for the period of the contingency operation. The Transportation Officer's approval is required before you can be reimbursed for any of the storage fees. Request for reimbursement of HHG should be submitted on the final travel voucher with all appropriate receipts to Contingency Travel.



Army National Guard

Travel Per Diem and Entitlements

1 June 2004



(Continued)

- **Excess Baggage.** Your orders may authorize excess baggage traveling to your next duty location as accompanied baggage only. Items authorized to transport are valid individual clothing or equipment. No unit equipment or personal HHG will be authorized as excess baggage.
- **Laundry.** You are eligible to claim laundry expense in addition to your per diem, but only while stationed in stateside duty locations. Maximum amount reimbursed is \$2.00 per day, which must be claimed as a reimbursable expense. You must be on duty for 7 consecutive nights to be eligible for reimbursement.
- **ATM Fees.** Bank fees and ATM fees must be claimed separately. Bank fees are fees charged by the bank to use the ATM machine. ATM fees will be limited to 3% of the amount authorized for a cash advance per month on your government travel card. Personal ATM fees are reimbursed when your orders state that you are not eligible, or the approving official may include a remark on the DD 1351-2 stating you are not eligible for the government travel charge card.
- **Official Phone Calls.** Official phone calls are only reimbursed with the approving officer's signature in block 21a of the DD 1351-2 unless authorized reimbursement on TDY orders (DD 1610/Format 400).
- **Reviewing Travel Vouchers.** All travel vouchers must be reviewed and signed by a person designated by your unit commander before submission for payment. The reviewer is responsible for looking over your travel claim (DD 1351-2) to ensure all the appropriate blocks are filled out correctly and the travel matches the orders attached with the travel claim. The most common errors on travel payments are missing orders, missing lodging receipts and owner/operator (block 16 on DD 1351-2) not checked. Claimant and supervisor signatures (blocks 20a-d) must be completed in order for the claim to be processed.
- **Individual Government Travel Charge Card (GTCC).** The use of the government travel charge card is discouraged; if you already have a GTCC, it will be deactivated from the losing Agency Program Coordinator (APC). The gaining active component (AC) commander will determine whether or not mobilized ARNG Soldiers require individual GTCC. The purpose of the individual GTCC is to pay for reimbursable travel expenses incurred in the performance of official government travel, including lodging, transportation, rental cars, fuel, meals, ATM advances and other incidental expenses, unless otherwise specified.

Don'ts with the Government Travel Charge Card (GTCC). The GTCC is to be used for official government related travel expenses only. All charges placed on your card are monitored to ensure compliance. The following are examples of items that you CANNOT purchase using the GTCC: Uniform items, prescriptions, school supplies, distance learning fees, membership dues, purchases at drinking establishments, and never use the card to pay for another individual's travel expenses.

**For unresolved Travel Issues, contact:
1-877-ARNGPAY (1-877-276-4729)
ARNG-MILPAY@ARNG-FSC.NGB.ARMY.MIL**

For Comments or Suggestions, contact:
ARNG Financial Services Center
ATTN: NGB-ARC-F (Column 118D)
8899 E. 56th St.
Indianapolis, IN 46249-5100



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Contingency Operations



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Intent: Provide basic military pay and travel pay information to ARNG/USAR Soldiers in preparation for mobilization



ARNG/USAR



Finance Mobilization/Demobilization Briefing

myPay Account

Every Soldier should have an account

Allows viewing, saving or printing of LESs and W2s and viewing or printing travel Advice of Payments (AOP)

May make certain changes to your military pay account

Items that a Soldier can change are: Federal/State taxes, Direct Deposit, and correspondence address

In the future, “view-only” access will be granted to dependents



ARNG/USAR



Finance Mobilization/Demobilization Briefing

BASIC PAY

Based on 30-day month

Based on grade and years of service

Will not receive base pay for the 31st of the month, unless mobilized on the 31st day of the month



ARNG/USAR



Finance Mobilization/Demobilization Briefing

SAVED PAY

An enlisted Soldier or warrant officer who accepts an appointment as an officer will be paid the greater of:

The pay and allowances to which the Soldier would be entitled if the member had remained in the previous grade held before appointment as an officer

The pay and allowances to which the member thereafter becomes entitled as an officer



ARNG/USAR



Finance Mobilization/Demobilization Briefing

SAVED PAY

Restrictions:

A Soldier entitled to saved pay is not authorized the pay for one grade and an allowance for another grade.

Special duty assignment pay and incentive pay for hazardous duty may be retained as an item of saved pay only for as long as the member continues to perform the duty and would be eligible to receive payment had the member remained in the former status.

Enlisted Clothing Allowance is not an item for saved pay.



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Basic Allowance for Subsistence (BAS)

Soldiers will receive the standard rate of BAS while deployed

Soldiers will not be charged for meals consumed in a government dining facility



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Basic Allowance for Housing (BAH)

MEMBER **WITH** DEPENDENTS

A Soldier called or ordered to AD in support of a contingency operation is entitled to BAH-I based on the Soldier's primary residence

ARNG Title 32 AGR Soldiers will receive BAH based on their permanent duty station (PDS). USAR AGR Soldiers will continue to receive BAH based on their PDS. The G-1 of the State or RRC also will validate AGR status for Title 32 or 10 Soldiers and PDS BAH -- must first confirm entitlement to BAH with the DoDFMR and Personnel Policy Guidance (PPG)

Complete a DA Form 5960 and place in the MOB packet



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Basic Allowance for Housing (BAH)

MEMBER **WITHOUT** DEPENDENTS

A Soldier called or ordered to AD in support of a contingency operation is entitled to BAH-I based on the Soldier's primary residence.

ARNG Title 32 AGR Soldiers will receive BAH based on their permanent duty station (PDS). USAR AGR Soldiers will continue to receive BAH based on their PDS. The G-1 of the State or RRC also will validate AGR status for Title 32 or 10 Soldiers and PDS BAH -- must first confirm entitlement to BAH with the DoDFMR and Personnel Policy Guidance (PPG)

A single Soldier paying rent or mortgage must provide a copy of lease/mortgage

If the Soldier resides with parents and paying rent, a notarized letter signed by the parents and the Soldier must be with the DA Form 5960 with an effective date equal to or before the effective date of mobilization

Complete a DA Form 5960 and place in the MOB packet



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Basic Allowance for Housing (BAH)

MEMBER **WITHOUT** DEPENDENTS

If the soldier relinquishes his/her primary residence, the single Soldier will receive partial BAH

Reimbursement for special storage for household goods is authorized



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Basic Allowance for Housing (BAH)

MEMBER **WITHOUT** OR **WITH** DEPENDENTS

Soldiers are not authorized to receive both BAH and reimbursement for special storage of their household goods. Only one option is authorized.

There is no effect on BAH entitlement if a Soldier has authorization to store their POV



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Basic Allowance for Housing (BAH)

MEMBER MARRIED TO MEMBER

If the couple have no other dependents, treat the couple as **MEMBERS WITHOUT DEPENDENTS**

If the couple have other dependents, one will receive BAH at the **W/DEP** rate and the other will receive BAH at the **W/O DEP** rate

If the DA 5960 does not specify which member will receive BAH **W/DEP**, the senior ranking Soldier will receive BAH **W/DEP**



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Basic Allowance for Housing (BAH)

MEMBER MARRIED TO MEMBER

Both Soldiers cannot draw BAH W/DEP

As a general rule, all dependents are considered as one class of dependents

If a member is paying child support and the other member is drawing BAH W/DEP, the member paying child support will not receive BAH-DIFF. The other member will receive BAH W/O only



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Basic Allowance for Housing (BAH)

BAH-DIFF

A Soldier without dependents may receive BAH-DIFF in addition to another type of BAH

Dependent support must be not less than the BAH-DIFF rate

Soldiers must provide a copy of their decree/court order to substantiate entitlement; proof of support



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Family Separation Allowance

FSA-II, Subcategory FSA-T:

The member is TDY for more than 30 **consecutive days and the member's dependents are not residing at or near TDY station**

Monthly amount of \$250 or \$8.33 per day

Payable after being separated from the Soldier's dependents for 31 consecutive days; payable retroactive to the first day of separation



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Family Separation Allowance

Member Married to Member

FSA-II is payable to a member married to another member if separated by military orders

Not more than one monthly allowance may be paid

Payment will be made to the member whose orders caused the separation or to the senior member if both are TDY



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Family Separation Allowance

Single Soldier Paying Child Support

If joint physical custody is in the divorce decree, the Soldier may be entitled to FSA for periods the Soldier would have had physical custody. The Soldier will receive a prorated amount of FSA based on the number of days the Soldier would have had custody



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

CONUS Cost of Living Allowance (COLA)

A RC Soldier called or ordered to AD in support of a contingency operation is entitled to CONUS COLA at the rate prescribed for the location of the principal place of residence at the time called or ordered to AD

OCONUS Cost of Living Allowance (COLA)

Payable to Soldiers whose primary residence is OCONUS

Soldiers mobilized from a CONUS location are not entitled to OCONUS COLA since the Soldier's primary residence remains in CONUS



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Special Duty Assignment Pay

Payable to enlisted Soldiers in a special duty assignment

Current SDAP authorizations:

CSM position supporting a GO
Air Traffic Controller (MOS 93C)
Special Forces (CMF 18)
Criminal Investigation Command (CID) Agents
(MOS 93D & Grade E5)

Current rates are \$75 (SD-1); \$150 (SD-2); \$225 (SD-3); \$300 (SD-4); \$375 (SD-5) – determined by authorizing order



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Foreign Language Proficiency Pay

Two Types of FLPP pay:

FLPP-I – Career linguists assigned to position requiring a foreign language

FLPP-II – Non-career linguists proficient in a language, but not assigned to a language position

Amounts payable: \$50-\$300

Requires order for payment

Requires annual testing to retain entitlement. However, a waiver can be granted for those areas that do not have a testing facility available



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Medical Special Pays

Payment will be authorized by the Office of the Surgeon General and made by DFAS-IN, RC Processing

Doctors will receive Variable Special Pay, Board Certified Pay, Additional Special Pay, and Incentive Special Pay

Dentists will receive Variable Special Pay, Board Certified Pay, and Additional Special Pay



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Family Subsistence Supplemental Allowance (FSSA)

The purpose of this allowance is to get Soldiers off food stamps

The maximum amount authorized is \$500

If the Soldier is receiving any other form of aid, the Soldier must report it to the State agency

FSSA income may affect a household's participation in certain programs for which eligibility is based on income (subsidized school lunch, the Women, Infant, and Children (WIC) Program, day-care, EITC)



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Family Subsistence Supplemental Allowance (FSSA)

Eligibility for FSSA is determined by using a web-based program at <https://www.dmdc.osd.mil/fssa>. User ID/Password will be last name/SSAN

FSSA application approval authority is the Soldier's chain of command

Complete a DA Form 4187 and obtain the approving official's signature



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Officer Uniform Allowance

Most officers ordered to AD in support of a contingency operation are entitled to an additional active duty uniform allowance of \$200.00

Length of duty must be more than 90 days

Restrictions:

Not payable if received an initial uniform allowance of more than \$400 during the current tour or within 2 years before entering on this tour

Not payable if received another additional uniform allowance within 2 years before entering on current tour



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Enlisted Clothing Replacement Allowance

Cash Clothing Replacement Allowance is authorized when an enlisted Soldier completes six months of AD, and is not assigned to a command where clothing is replaced by an in-kind issue

This allowance accrues from the first day of the month following the date of completion of six months of AD through the end of the mobilization period

Payable on competition of the 12th month of AD and/or end of mobilization period

Payment is made for one-half the annual rate or a prorated amount, calculated at one-twelfth of the annual rate for each whole month or fractional month served



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Hardship Duty Pay - Location

Payable to officers and enlisted Soldiers performing duty in an overseas location designated as a hardship area

Rates vary from \$50, \$100 or \$150 a month depending on location



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Entitlements

Hostile Fire (HF) / Imminent Danger Pay (IDP)

Paid the entire monthly amount for duty subject to HF/IDP for any month, during any part of which while on duty in a foreign area and entitled to basic pay

Current monthly rate is \$225

A member entitled to HF/IDP who is hospitalized for a wound or injury incurred as a result of hostile action, is entitled to HF/IDP for each month hospitalization continues, up to 3 months



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Combat Zone Tax Exclusion (CZTE)

All basic pay*, incentive pay and special pay are excluded from taxation for any month a Soldier or warrant officer is in an area designated as CZTE

* Commissioned officers are limited to SMA's basic pay + IDP, **currently** \$6,315.90

CZTE is based on when entitlement is earned regardless of when paid

Bonus payments are still taxable unless the bonus contract was signed in a month the soldier was eligible for CZTE

RC Processing will manually refund the taxes paid on a bonus payment eligible for CZTE



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Bonus Payments

Soldiers remain entitled to bonus payments while deployed

If the reenlistment/extension was signed in the month the Soldier was not eligible for CZTE, all bonus payments are taxable

If the reenlistment/extension was signed in the month the Soldier was eligible for CZTE, all bonus payments are non-taxable even if the Soldier is no longer eligible for CZTE

DFAS must make all bonus payments eligible for CZTE



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Combat Zone Tax Exclusion (CZTE)

Leave accrued in the combat zone is tax exempt

CZTE is an EOM process. DJMS-RC refunds the taxes on the first paying update of the next month

For further tax information, check:

www.irs.gov or call 1-800-829-1040



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Combat Zone Tax Exclusion (CTZE)

HOSPITALIZATION

A member is hospitalized or re-hospitalized any place as a result of wounds, disease, or injury incurred while serving in a CZTE eligible area, will be entitled to CZTE until such time as status as a hospital patient ceases by reason of discharge

In no case will CZTE be extended past 2 years after termination of activities in the CZTE area



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Leave

Soldiers earn 2.5 days of leave for every 30 days of duty, prorated for partial months

Leave earned in support of a contingency operation is not counted against the 60-day lifetime limit of selling accrued leave

Emergency Leave - Leave chargeable from point of debarkation and embarkation. Government will pay for travel portion from OCONUS to CONUS and return. All travel within CONUS is the responsibility of the Soldier

R&R leave from designated theater of operations: Government pays to airport closest to Soldier's leave address



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Leave Transition Leave

Soldiers may take transition leave or receive payment of accrued leave. Soldiers receive pay and allowances in a transition leave status

Transition leave must be within dates of mobilization orders

Cash in leave: Receive only basic pay (no allowances) and taxed at 25% lump sum

Military Technicians on transition leave due to a contingency operation do not have to wait for the order to end before returning to technician status



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Allotments

The current pay system (DJMS-RC) does not allow RC Soldiers to have allotments until Mar 05

DFAS-IN does allow a mobilized Soldier to have a garnishment for support of dependents that do not have access to the soldier's bank account

The Soldier may request, through the commander, a deduction in pay for garnishment



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Savings Deposit Program (SDP)

The SDP allows RC Soldiers to deposit up to his/her **“unallotted” (NET) current pay and allowances earned in theater of operations**

AGRs may have monies deposited using an allotment

RC Soldiers must deposit the monies at the local finance office. The Soldier will receive a DD Form 1131 and needs to **keep it as proof of the deposit**

The SDP allows the Soldier to deposit up to \$10,000 per year and earn a 2.5% quarterly rate (10% annual rate) of return



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Savings Deposit Program

Recent policy change allows an "agent" holding a "Special Power of Attorney" to make SDP deposits, by allotments or cash, on behalf of the eligible Soldier

Deposits are normally made monthly. However, commanders can approve lump sum payments if mission precludes monthly deposits. Lump sum can not exceed unallotted pay and allowances earned in theater or the \$10,000 maximum, whichever is less

To be eligible, a Soldier must be in an area authorized SDP

The servicing finance office will accept your deposit and forward it to DFAS-IN for processing



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Savings Deposit Program

Interest accrues for up to 90 days after the Soldier's eligibility to make deposit terminates

Withdrawals are made from DFAS-Cleveland. 1-800-624-7368

The request must include the Soldier's name, SSAN, Branch, amount requested, DD Form 1131 and signature

Provide a mailing address or routing number, account number, and type of account

Information also in Flyer, "Your Pay While You're Away"



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Thrift Savings Plan

A Soldier must understand that their current TSP percentage election will impact them dramatically on AD

A Soldier can elect a percentage not to exceed 9% of basic pay for tax year 2004; 10% for 2005; and limit eliminated for 2006 and thereafter

For example, an aviator has 100% of his ACIP elected for TSP. During IDT, the TSP deduction would be \$112. Once on AD for the deployment, the TSP deduction would be \$840



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Leave and Earning Statements

A Soldier can receive up to 8 LESs a month

A Soldier will receive a Midmonth and End-of-Month LES

If in CZTE area, a Soldier will receive an LES for the first update after EOM for tax refund

A Soldier can receive an LES for payments and collections not input for MM or EOM



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Military Pay Inquiries

ARNG: Email: ARNG-MILPAY@fsc.ngb.army.mil
Phone: 1-877-ARNGPAY (1-877-276-4729)

USAR: Email: usarcpayinquiry@emh2.mccoy.army.mil
Phone: (603) 388-6466/5618/5699/5615

Soldiers should first address pay concerns to their chain of command or unit leader. The finance teams in the theater of operations or deployed location also stand proud and ready to serve all Soldiers at any time



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Travel Vouchers

Soldiers only receive the “meals and incidental expense” portion of per diem while mobilized, unless a statement of non-availability (SNA) is received from the duty station

Soldiers will receive the M&IE portion of per diem since government quarters and meals are provided, as follows:

\$3 for CONUS \$3.50 for OCONUS

If installation cannot provide lodging/meals, SNAs are required



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Travel Vouchers

Submit the TDY travel voucher only upon completion of the **final** stop/portion of the mission

For TDY within the deployment, a new DD Form 1610 will be issued and the member may settle upon return from TDY. Include copies of this travel with the monthly accrual



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Travel Vouchers

PREPARING THE FINAL VOUCHER:

1. Maintain a log of all dates and places of travel
2. Save all LESs
3. Save all other paperwork: advances, partial settlements, receipts, orders/amendments, and copies of paid TDY trips



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Travel Vouchers

DOCUMENTATION FOR **FINAL** SETTLEMENT:

1. One copy of a completed DD Form 1351-2
2. One copy of all orders and amendments, if applicable
3. One copy of DD Form 214 or REFRAD orders
4. One copy of all DD Form 1610s, if applicable
5. One copy Unit Movement Orders and amendments, if applicable, and other TDY within TDY orders
6. One copy of receipts \$75.00 or more
7. One copy of all lodging receipts (regardless of amount), if applicable
8. One copy of all advances and accrued per diem payments received
9. One copy of all paid vouchers from any TDY trips while deployed
10. Copies of all leave forms



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Travel Vouchers

**DFAS-IN/CONTINGENCY TRAVEL
DEPT 3900
8899 EAST 56TH STREET
INDIANAPOLIS, IN 46249-3900**

**FAX: (317) 510-4351/ DSN 699-4351
(317) 510-3966/ DSN 699-3966**

Additional travel guidance can be found on the Internet:

Travel Guide: <http://www.asafm.army.mil/fo/fod/fincom/cti/cti.asp>

PPG: <http://www.armyg1.army.mil>



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Government Travel Charge Card (GTCC)

GTCCs are For Official Use Only

GTCCs are **deactivated** upon mobilization. If the Soldier requires a government travel charge card due to TDY within the deployment, the Agency Program Coordinator (APC) for the deployment will activate the card

Any new travel card requirements will be requested through your chain of command and facilitated by the active duty higher headquarters' APC



ARNG/USAR



Finance Mobilization/Demobilization Briefing

Government Travel Charge Card (GTCC)

Requests to activate travel cards in support of travel should be made through your chain of command to the headquarters' APC

When on authorized **official government travel**, charge only authorized reimbursable travel expenses to your travel charge card

Pay GTCC charges using split-disbursement (it is mandatory)

Information also in Flyer, "Travel Per Diem and Entitlements"

FINANCE MOBILIZATION/DEMOBILIZATION DOCUMENTATION REQUIREMENTS CHECKLIST
(1 JUNE 2004)

1. NAME (Last, First, Middle):	2. SSN:	3. RANK:	4 HOME ADDRESS:	5. HOME PHONE:	Submit to
1a. (Military Spouse, if applicable)	2a.	3a.	4a.	5a.	
6. COMPONENT: (Select one) AC AGR RC NG IRR IMA NG10 NG32 OTHER					USPFO UPC
7. PARENT UNIT AND UNIT PHONE NUMBER:		8. UIC:	9. DUIC:	10. DATE COMPLETED:	

Entitlements Verified:	REQUIRED DOCUMENTS	CIRCLE	INITIALS	REMARKS	VERIFIED AT					
MOBILIZATION: START					HS	MS	TH	DMS/HS		
Mobilization Orders	Mob Orders	GO NG NA								
Cross Level	Mob Orders	GO NG NA								
Tour Start Date (YYMMDD):	Mob Orders									
Basic Pay - Review long tour		GO NG NA								
Rank Change	Orders/4187	GO NG NA								
PEBD (YYMMDD):										
Direct Deposit	SF 1199	GO NG NA								
FITW / SITW	W-4	GO NG NA								
State Of Legal Residence	DD 2058	GO NG NA								
Basic Allowance Housing (BAH)	Lease/Mortgage DA 5960	GO NG NA GO NG NA		or notarized rental agreement						
BAH DIFF, Garnishment	Court Order	GO NG NA		proof of payment						
Family Separation Allowance (FSA)	DD 1561	GO NG NA								
BAS	Mob Orders	GO NG NA								
COLA	DA 4187	GO NG NA								
Bonus	Contract	GO NG NA		Req rec from bonus Incent. Mgr						
Officer Uniform/Clothing Allowance	USARC 30-R (USAR)	GO NG NA		ARNG, Memo signed by commander						
Enlisted Clothing Replacement Allowance	Mob Orders	GO NG NA		Annual paid by ARNGFSC/UPC						
SGLI and FSGLI (Initiate/Update)	SGLV 8286/A	GO NG NA								
Allotments (applies to AGRs only)	DD 2558	GO NG NA								
myPay Account	www.dfas.mil	GO NG NA								
Change Address	USARC 22-R	GO NG NA								
Thrift Savings Plan (TSP)		GO NG NA								
Savings Deposit Program (SDP)	DD 1131	GO NG NA								
AKO Access		GO NG NA								
Pay, Travel and Allowances Briefing		GO NG NA								
Government Travel Card Act/Deact		GO NG NA								

FINANCE MOBILIZATION/DEMOBILIZATION DOCUMENTATION REQUIREMENTS CHECKLIST
(1 JUNE 2004)

1. NAME (Last, First, Middle):	2. SSN:	3. RANK:	4 HOME ADDRESS:	5. HOME PHONE:	Submit to	
1a. (Military Spouse, if applicable)	2a.	3a.	4a.	5a.		
6. COMPONENT: (Select one) AC AGR RC NG IRR IMA NG10 NG32 OTHER					USPFO	UPC
7. PARENT UNIT AND UNIT PHONE NUMBER:		8. UIC:	9. DUIC:	10. DATE COMPLETED:		
DEMOBILIZATION/HOME STATION - STOP						
Review/Change (not cancel) Long Tour	Demob Orders	GO NG NA	Canceling a tour requires the supervisor's approval	VERIFIED AT		
FSA, except Title 10 Soldiers	Demob Orders	GO NG NA		HS	MS TH DMS/HS	
BAS	Demob Orders	GO NG NA				
HDP/HFP/IDP/CZTE	Flt Manifest	GO NG NA				
Paid Accrued Leave Sold	Demob Orders, DA 31, DD 214	GO NG NA				
Charged Leave	DA 31	GO NG NA				
Enlisted clothing due for full or prorated?		GO NG NA				
Pay, Travel and Allowances Briefing		GO NG NA				
SPECIAL, INCENTIVE PAYS:		GO NG NA				
Bonus		GO NG NA				
FLPP		GO NG NA				
Demolition		GO NG NA				
Medical		GO NG NA				
SDAP		GO NG NA				
JUMP		GO NG NA				
Board Certification		GO NG NA				
Travel Settlement Briefing/Certification	See Annex K	GO NG NA	Fwd to DFAS-IN for payment			
100% post-REFRAD pay audit	Demob Orders, 214, DA 31, etc.	GO NG NA	CONDUCT 30 DAYS AFTER REFRAD			
FINANCE TECHNICIAN'S GRADE & SIGNATURE	DATE (DDMMYY)					

Annex F

Casualty Information

1. Processing Deceased Pay Accounts. There are three ways notification of a mobilized Soldier's death can be received.

a. Through the Field Casualty Offices.

b. Through the Department of the Army Casualty Operations Headquarters, Human Resources Command, Alexandria, VA.

c. Through the unit/Major Command (MACOM), to the USPFO/UPC.

2. When DFAS-IN Special Processing Branch - Casualty Section receives the notification of the death, they will submit TIN A24 placing the Soldier in Active Duty Code "K" effective the date of death. Placing the Soldier's account in Active Duty Code "K" will stop the tour and suspend any further transactions from processing on or after the date of death.

3. The USPFO/UPC will coordinate with the pay sites to stop payment of the monthly entitlements. Once the USPFO/UPC receives the notification of the death, they will coordinate with either the unit or their higher command to prepare a packet of substantiating documents. These documents will include any unpaid military pay entitlements (i.e., a copy of the bonus contract, if applicable, any travel vouchers pending, any indebtedness outstanding, etc). Mail this packet to:

DFAS-Indianapolis Center
ATTN: DFAS-IN-PMTCBC/IN
Army Military Pay Operations (AMPO)
Special Processing Branch - Casualty Section

Indianapolis, IN 46249-0840

4. When the USPFO/UPC receives notification of the death before DFAS-IN Special Processing Branch - Casualty Section, the USPFO/UPC will notify the Casualty Section via fax or E-mail. The Casualty Section's information is as follows:

E-mail: DFAS-INCASUALTY@DFAS.MIL

Telephone: COM: 317-510-6576/7465/3493/3469/7698/3464

DSN: 699-xxxx

Facsimile: COM: 317-510-2711

DSN: 699-2711

5. The DFAS-IN POCs will coordinate with their pay sites to stop the processing of any further monthly entitlement. Upon confirmation of the date of death of the Soldier, DFAS-IN Special Processing Branch-Casualty Section will process a T900 to change the soldier's pay status from "A" to "N" and a D18 Memo, "Service Member Deceased," once the Soldier's final estate is ready to be settled.

Annex G

Points of Contact and Useful Web Sites

Soldiers with questions regarding their pay should first address them to their unit leaders or administrative offices. The servicing/local military pay offices are the next best sources of information in assisting Soldiers. The following links, phone numbers and email addresses will connect you to the various finance teams to help you answer questions, resolve pay inquiries and serve Soldiers:

Field Services Office (FSO) in Indianapolis, Indiana. This site also provides a list of all military pay offices and phone numbers.

<https://dfas4dod.dfas.mil/centers/dfasin/milpay/fso/>

Army National Guard Finance Support, Ombudsman Team:

Email: ARNG-MILPAY@ARNG-FSC.NGB.ARMY.MIL

Toll Free: 1-877-ARNG (1-877-276-4729)

United States Army Reserve:

usarcpayinquiry@emh2.mccoy.army.mil

DSN 280-5627 or (608) 388-6466/5618/5699/5614

Travel Pay Services and Travel Contingency Briefing:

<http://www.asafm.army.mil/fo/fod/fincom/cti/cti.asp>

DSN 699-2664/1750/2223

Useful Web Sites

Army Community and Family Support Center:

http://deploymentlink.osd.mil/deploy/family/family_support.shtml

Army Medical Department (AMEDD):

<http://www.armymedicine.army.mil/armymed/default2.htm>

Army National Guard (ARNG):

<http://www.arng.army.mil>

Annex G (Cont.)
Points of Contact and Useful Web Sites

DEERS:

<http://www.tricare.osd.mil/deers/default.cfm>

DFAS:

<http://www.dfas.mil>

Employer Support of the Guard and Reserve:

<http://www.esgr.org/>

Finance School

<http://www.finance.army.mil>

FORMDEPS (FORSCOM Regs 500-3-1 and 500-3-3:

<https://freddie.forscom.army.mil/mob>

Medical Retention Processing (MRP):

<http://www.armygl.army.mil>

MAP (Military Assistance Program):

<http://www.dod.mil/mapsite/>

Per diem rates:

<http://www.dtic.mil/perdiem/pdrates.html>

Personnel Policy Guidance

<http://www.armygl.army.mil>

RCAS Project Manager's Web Site:

<http://www.rcas.com>

U.S. Army Reserve (USAR):

<http://www.army.mil/usar>

USAPA electronic pubs and forms:

<http://www.usapa.army.mil>

Veterans Affairs (VA):

<http://www.va.gov>

Annex H

References

Primary References:

AR 600-8-10

Leaves and Passes

AR 600-81

CONUS Replacement Center and Individual Deployment Site Handbook

AR 600-8-101

Personnel Processing (In and Out Mobilization Processing)

TC 21-7

Personal Financial Readiness and Deployability Handbook

Defense Finance and Accounting Service – Indianapolis (DFAS-IN), Contingency Operations Travel Guide

Defense Joint Military Pay System-Reserve Components (DJMS-RC) Automated Data Systems Manual (ADSM)

Book 1 and Book 2

DoD 7000.14R, Department of Defense (DoD) Financial Management Regulation (FMR) Volume 7, Part A

Military Pay Policy and Procedures – Active Duty and Reserve Pay

DoD Directive 1341.3, Servicemen's Group Life Insurance

FORSCOM Regulation 500-3-1

FORSCOM Mobilization Plan

FORSCOM Regulation 500-3-2

Deployment Guide

FORSCOM Regulation 500-3-3

Reserve Components Unit Commander's Handbook

FORSCOM Regulation 500-3-4

Installation Handbook

Annex H (Cont.)
References

Joint Federal Travel Regulation (JFTR),
Volume 1 (Military)

National Guard Regulation 37-104-3
Military Pay and Allowances Policy and Procedures – Reserve Component

USARC Pam 37-1
Defense Joint Military Pay System - Reserve Component (DJMS-RC) Procedures Manual

Personnel Policy Guidance (PPG)

Related References:

AR 11-37
Army Finance and Accounting Quality Assurance Program

AR 25-400-2
The Army Records Information Management System

AR 135-91
Service Obligations, Methods of Fulfillment, Participation Requirements, and Enforcement Procedures.

AR 37-104-4
Military Pay and Allowances Policy and Procedures – Active Component

DFAS Reg 37-1
Financial Management Regulation

Joint Travel Regulation
Volume II (Civilian)

USARC Reg 37-2
Government Travel Charge Card Program

Annex I

Prescribed Forms

DA Form 7425

Readiness and Deployment Checklist (Jun 03)

DD Form 214

Certificate of Release of Discharge from Active Duty

DD Form 1131

Cash Collection Voucher

DD Form 1300

Report of Casualty

DD Form 1351-2

Travel Voucher or Subvoucher

DD Form 1351-3

Statement of Actual Expense

DD Form 1351-5

Statement of Non-availability for Government Quarters or Mess

DD Form 2367

Individual Overseas Housing Allowance (OHA) Report

DD Form 2789-R

Waiver/Remission of Indebtedness Application

Finance Mobilization/Demobilization Documentation Requirements Checklist
(Annex E)

NGB Form 22

Report of Separation and Record of Service

SGLV Form 8286

Service Members' Group Life Insurance Election and Certificate

USARC Form 27-R

Pay Inquiry

Annex I (Cont.)
Prescribed Forms

USARC Form 30-R

Officer Initial/Additional Active Duty Allowance Statement

VA Form 21-8951-2

Declaration of Waiver of VA Compensation of Pension to Receive Military Pay and Allowances

Annex J

Abbreviations and Glossary

ADARS

Automated Drill Attendance Reporting Software

ADME

Active Duty Medical Extension

ADSW

Active Duty for Special Work

AGR

Active Guard Reserve

ARCOM

Army Reserve Command

ARNG

Army National Guard

COP

Component of Pay

CZTE

Combat Zone Tax Exclusion

Defense Integrated Military Human Resources System (DIMHRS) – System being developed to provide all of the Services a single integrated system for managing personnel and paying them. The system will support all Services; both the active and reserve component; and both pay and personnel functions. A Commercial off the Shelf solution has been purchased (Peoplesoft) and a developer/integrator recently selected.

Defense Joint Military Pay System (DJMS) – The standard centrally run mainframe payroll system used for the Army, Air Force, and Navy. There are two separate versions: one for active component and one for reserve component. DJMS was originally the Air Force pay system(s), which was modified to add on the Army and then Navy. The system is operated and maintained by the Defense Finance and Accounting Service.

Annex J (Cont.)
Abbreviations and Glossary

Defense Military pay Office (DMO) – System used for input to both the active and reserve component military pay system. DMO produces various reports and information as well as allowing input. DMO is used by mobilization/demobilization stations; Army finance battalions and deployed finance units; and the UPC, which is the central pay input site for the US Army Reserve Command.

Defense Military Pay Office (DMPO) – The installation level finance office responsible for pay support to the soldiers assigned to that installation. The DMPOs are part of the Defense Finance and Accounting Service. However, if collocated with an Army finance battalion, the battalion provides most of the staffing and on-site leadership for the DMPO. During periods of mobilization or if a collocated finance battalion is deployed, the Army provides additional reserve resources to augment the DMPO staff.

DRC

Direct Reporting Command

DOS

Date of Separation

DUIC

Derivative Unit Identification Code

FB

Finance Battalion

FG

Finance Group

FINCOM

Finance Command

Forward Compatible Payroll system (FCP) – A system initiative to bring the payroll module of the DIMHRS into production faster than the current schedule for the total DIMHRS integrated pay-personnel solution. By using the same basic commercial software as DIMHRS, the early implementation of the payroll module is considered “forward compatible” to the total DIMHRS solution.

GAO

General Accounting Office

Annex J (Cont.)

Abbreviations and Glossary

Hardship Duty Pay – Location (HDP-L) – Entitlement which replaced Foreign Duty Pay in 1999. This entitlement is payable to Soldiers assigned for over 30 days to an overseas location which is considered hardship duty.

HFP

Hostile Fire Pay

IDP

Imminent Danger Pay

Joint Uniform Standard Terminal Input System (JUSTIS) – System used by National Guard US Property and Fiscal Stations to input transactions to the reserve component pay system. JUSTIS provides interfaces with National Guard orders and personnel systems and produces local reports as well as allowing input. The 54 US Property and Fiscal Offices of the states and territories use JUSTIS.

Leave Accrual – The capture and tracking of leave data (earned, used, cashed-in, combat zone vs. non-combat zone) within the pay system.

MACOM

Major Command

Mobilization/Demobilization Station – Installation responsible for the processing of reserve soldiers and units onto active duty. Primary missions include insuring units are properly trained and equipped. These stations provide medical screening, personnel processing, pay processing, legal support, and a variety of other functions to prepare the unit/Soldier for further deployment. The installations are commonly referred to as Power Projection Platforms and are normally aligned with air and/or seaports of embarkation. Most mobilization/demobilization stations are active military installations with a Defense Military Pay Office (DMPO). However, some are located on reserve installations which have no active finance activity during normal periods, in which case an Army reserve garrison support unit is mobilized for this function.

MPO

Military Pay Office

myPay - Internet based system which gives DoD military and civilians access to their leave and earning statements, travel payments, and W-2s on-line. The system allows for input of certain transactions by the individual (i.e., tax withholding). A new capability for dependents, which will occur in Sep 04, will be limited to view-only and will use a separate personal identification number from the primary account holder.

Annex J (Cont.)
Abbreviations and Glossary

MSC

Major Subordinate Command

MUTA

Multiple Unit Training Assembly

NGB

National Guard Bureau

OCAR

Office of the Chief, Army Reserve

OCONUS

Outside Continental United States

PAS

Personnel Accounting Symbol

PG

Pay Group

PSC

Pay Status Code

REFRAD

Release from Active Duty

RC

Reserve Component

RCIS

Reserve Component Input System

Retroactive Entitlement Automation – The capability to input an authorized entitlement for a completed period of duty and the system automatically computes the amount payable based on the history of prior periods of duty.

RLAS

Regional Level Application Software

RRC

Regional Readiness Command

Annex J (Cont.)
Abbreviations and Glossary

SIDPERS

Standard Installation Personnel System

Table of Distribution and Allowances (TDA) – Manpower and equipment authorization document for non-deployable organizations. Commonly used to refer to garrison operations such as mobilization/ demobilization activities.

Table of Organization and Equipment (TOE) – Manpower and equipment authorization document for deployable units such as finance battalions and detachments.

TTAD

Temporary Tour of Active Duty

UCPMR

Unit commander's Pay Management Report

UIC

Unit Identification Code

UPA

Unit Pay Administrator

US Army Reserve Pay Center (UPC) – Central office for reserve pay input for the US Army Reserve Command. Performs home station support for US Army Reserve units similar to that done for mobilized National Guard units by the US Property and Fiscal Offices. Because of the Pay Center's expertise and use of the same input systems as finance units, it has been providing most of the external training support for deploying finance units and mobilization/demobilization personnel in support of recent contingencies.

US Property and Fiscal Office (USPFO) – Office established in each state and territory to manage all funding and supplies provided to the National Guard from the federal government. The USPFO contains its own military pay, travel, vendor pay, accounting, budget, and logistics sections.

Annex K

Travel Information

1. Individual Government Travel Charge Card (GTCC).

a. The purpose of the individual GTCC is to pay for reimbursable travel expenses incurred in the performance of official travel. It is not a source of ready cash for unexpected expenses or a requirement for mobilization.

b. Transferring Individual GTCC Accounts to AC. The losing Agency Program Coordinator (APC) will deactivate mobilizing Soldiers' existing individual GTCCs and will not request cards for mobilizing Soldiers who are not current card holders. Do not activate and issue cards "just in case."

(1) The responsible AC APC will transfer existing accounts for mobilized ARNG/Reserve Soldiers into their hierarchy, and facilitate the application and issuance of any new cards the AC commander determines is required. The AC APC is completely responsible for the maintenance of accounts for all mobilized ARNG/Reserve Soldiers similar to any other AC Soldier assigned to their command.

(2) The gaining AC commander will determine whether or not mobilized ARNG/Reserve Soldiers require individual GTCCs.

(3) The losing APC will contact their Travel Card HL3 APC if there are any problems with transfer to or from the AC.

(4) Upon REFRAD (Released From Active Duty) into the Reserve Component, the APC will transfer all pre-existing and new accounts into their hierarchy.

2. TRAVEL VOUCHERS.

a. Per Diem. Per diem is based on the availability of lodging, mess, and the daily incidental rate of \$3.50 for Outside Continental United States (OCONUS) or \$3.00 for Continental United States (CONUS).

b. OCONUS. In most cases during OCONUS deployment, Soldiers are only entitled to \$3.50 per day because lodging, mess, and other facilities are provided.

Annex K (Cont.)
Travel Information

Generally, all OCONUS TDY/TCS travel vouchers are settled when the final leg of travel is completed. For TDY travel within TDY travel, a new DD Form 1610 (Request and Authorization for TDY Travel for DoD Personnel) must be provided, and settlement for that travel may be submitted upon return. Soldiers are required to include settlements for other TDY trips with their final travel settlement and **are** responsible for liabilities associated with the individual Government Travel Charge Card (GTCC). The final travel settlement will contain the following items:

- (1) One original or clear copy of a completed DD Form 1351-2 (Travel Voucher or Subvoucher), starting with the date of departure from home station covering each stop/portion of travel.
- (2) One copy of all TDY/TCS/REFRAD orders, amendments, and leave and pass forms, if applicable.
- (3) One copy of DD Form 214.
- (4) One copy of all DD Forms 1610, if applicable.
- (5) One copy of Unit Movement Orders and amendments, if applicable.
- (6) One copy of all receipts of \$75.00 or more (it is advantageous to keep all receipts).
- (7) One copy of all lodging receipts (regardless of the amount), if applicable.
- (8) One copy of all advances and accrued per diem payments received.
- (9) One copy of all paid travel vouchers from any TDY trips while deployed (final itinerary must include all internal/side TDY trips).

The final travel voucher settlements for ARNG and USAR Soldiers is prepared/certified at the home station and submitted directly to the address below:

**DFAS-IN/Contingency Travel, Dept. 3900, 8899 East 56th Street,
Indianapolis, IN 46249-3900.**

c. CONUS. There is no entitlement to per diem for Soldiers ordered to AD within the limits of their permanent duty station (PDS) or the local area.

Annex K (Cont.)

Travel Information

d. **Accrual Travel Vouchers.** Soldiers in support of operations at locations where meals and/or lodging are not available are authorized accrual travel vouchers. An accrual travel voucher is a partial payment of TDY/TCS expenses submitted on a monthly basis. This ensures timely payment of the individual GTCC and prevents maximizing the card's set dollar limit. Soldiers are required to include settlements for accruals with their final travel settlement and are responsible for liabilities associated with the individual GTCC. The accrual travel settlement will contain the following items:

(1) An accrual is requested after 30 days of continuous TDY/TCS duty. Each request should indicate the 30-day period requested, i.e., 1st, 2nd, and 3rd.

(2) Submit one original or clear DD Form 1351-2 (mark "ACCRUAL" at the top of the travel voucher), orders, lodging receipts, statement of non-availability and item expenses of \$75.00 or more.

(3) Submit all leave forms.

(4) Include all copies of mobilization, TCS and TDY orders.

Accrual travel vouchers are sent directly to DFAS-IN/Contingency Travel, Dept. 3900, 8899 East 56th Street. Indianapolis, IN 46249-3900.

e. **Split-Disbursement.** The DD Form 1351-2 provides a "split-disbursement" payment box when using the individual GTCC. Soldiers elect Electronic Funds Transfer (EFT) to send a designated portion of their travel reimbursement directly to their individual GTCC. The balance of the travel settlement is sent to the Soldier's designated financial institution account.

(1) Soldiers authorized the use of an individual GTCC must use "split-disbursement." This is a mandatory requirement.

(2) Soldiers not authorized the use of an individual GTCC must use EFT to receive their travel settlement at a designated financial institution.

f. DFAS-IN Contingency Travel utilizes Army Knowledge Online (AKO) to send a travel Advice of Payment (AOP) notices and to contact Soldiers with travel voucher problems.

ANNEX L
Additional Pay Information

1. The following are additional pay, allowances and programs:

a. Family Subsistence Supplemental Allowance (FSSA).

(1) The purpose of FSSA is to address substandard income levels of military Soldiers “while on active duty.” FSSA is not intended to address Soldiers’ civilian financial situations outside of AD.

(2) FSSA is a monthly entitlement based on calendar months. Therefore, the household income of Soldiers will be computed on a calendar month basis, even in cases where the AD period includes two partial months.

(3) Soldiers are eligible to participate in the FSSA program while serving on AD. They are eligible for each day of AD. No minimum number of days on AD is required Soldier eligibility.

(4) Soldiers are entitled to 1/30th of one month’s FSSA for each day of duty performed for periods of AD less than a full month.

(5) Soldiers must apply for FSSA during the period commencing 30 days prior to AD and concluding at midnight on the last day of AD. Soldiers are not eligible for FSSA if application is made more than 30 days after the conclusion of the AD.

(6) The starting date of the entitlement will be the first day of AD, regardless of when the Soldier makes application during the period. The ending date of the entitlement will be the last day of AD.

(7) The USDA table below is the gross monthly income eligibility limits based on household size. The Soldier is counted as part of the household.

Household Size	Gross Monthly Income Limits	Net Monthly Income Limits
1	\$973.00	\$749.00
2	\$1,313.00	\$1,010.00
3	\$1,654.00	\$1,272.00
4	\$1,994.00	\$1,534.00
5	\$2,334.00	\$1,795.00
6	\$2,674.00	\$2,057.00
7	\$3,014.00	\$2,319.00
8	\$3,354.00	\$2,580.00
Each Additional Member	+\$341.00	+\$262.00

Annex L (Cont.)
Additional Pay Information

NOTE: This table is updated at the beginning of the fiscal year and good from 1 Oct 03 to 30 Sep 04.

b. Family Separation Allowance (FSA). Payable only to members with dependents. Two types of FSA are authorized: Type I and Type II. Both types are payable in addition to any other allowance or per diem to which a member may be entitled. A member may qualify for FSA-I and FSA-II for the same period. In that case, concurrent payment of both types is authorized. A member, however, may not receive more than one payment of FSA-II for the same period, even though qualified for FSA-R and FSA-S or FSA-T.

(1) FSA Type I is paid to a member whose family members are restricted to reside with the member at the new OCONUS duty station and government quarters are not available at the new duty station.

(2) FSA Type II is designed to compensate members for added expenses incurred because of enforced separation from their families for deploying on temporary duty (FSA-T) away from the permanent duty station for more than 30 consecutive days.

FSA is payable when the member is away from their permanent duty station continuously for more than 30 days, and the member's dependents are not residing at or near the TDY station.

NOTE: One situation in which entitlement to FSA is not applied uniformly involves Soldiers who commute to their home of record each weekend on a regular basis. The purpose of FSA is to pay for expenses the family incurs when the Soldier is forced to separate from their family for a continuous long-term deployment or assignment. A Soldier who commutes home each weekend on a regular basis has failed to meet this qualification, and thus, is not entitled to FSA. Note that intermittent visits to the home station after the initial continuous 30-day separation does not interrupt the entitlement to FSA.

c. CONUS COLA. Payable to soldiers who maintain a residence in a high cost area within the continental United States. The rate payable is based on the Zip Code used for BAH purposes. A rate calculator is available at the Per Diem Committee web site:

<http://www.dtic.mil/perdiem/ccform.html>

Annex L (Cont.)
Additional Pay Information

d. OCONUS COLA. Payable to Soldiers who reside outside the continental United States. The rate payable is the rate associated with the location of the Soldier's principal place of residence. Soldiers who are mobilized from the continental United States for duty overseas are not entitled to OCONUS COLA since the Soldier's permanent duty station and residence remains in the continental United States.

e. Hardship Duty Pay - Location (HDP-L). Payable to all Soldiers performing duty in an overseas location. Authorized areas are published in the DoDFMR, Volume 7A.

f. Hostile Fire Pay (HFP). Payable to any Soldier who performs duty in an HFP area. RC Soldiers are only required to serve one day on official duty in the HFP area to be entitled to the full amount. Areas designated as HFP are defined in the DoDFMR, Volume 7A.

g. Combat Zone Tax Exclusion (CZTE). Relieves Soldiers of the requirement to pay federal, and generally, state taxes, depending upon state requirements on income earned during service in an area designated as a combat zone. A Soldier who is on official duty for at least one day in the combat zone qualifies for the CZTE for that month. A Soldier who performs military duties outside the combat zone in direct support of the contingency operation and qualifies for HFP may also be entitled to the CZTE.

(1) Enlisted Soldiers and warrant officers who perform duty in an area designated as CZTE will have all pay excluded from federal, and generally, state taxes. Commissioned officers who perform duty in an area designated as CZTE will have all pay excluded from federal, and generally, state taxes, but limited to the highest pay of an enlisted Soldier, which is currently \$6,315.90 effective 1 Jan 04.

(2) DJMS-RC collects taxes from all taxable income. If a Soldier is entitled to CZTE, DJMS-RC refunds any taxes collected on the first paying update of the following month.

h. Leave. Soldiers earn 2.5 days of leave for every 30 days of duty, prorated for partial months. During contingency operations, any leave sold after leaving AD will not count against the 60-day limit on leave sold.

i. Allotments. The DoDFMR, Volume 7A allows RC Soldiers to have allotments when serving on a contingency operation. However, DJMS-RC is not programmed to withhold monies for an allotment. DFAS-IN does allow a mobilized RC Soldier to have an allotment for support of dependents that do not have access to the Soldier's bank account. The Soldier requests, through their commander, a deduction in pay. The allotment is actually handled as a garnishment by DFAS-IN.

Annex L (Cont.)

Additional Pay Information

NOTE: Soldiers are encouraged to consult with their local financial institution to set up electronic withdrawal to pay routine expenses while mobilized.

j. Court Ordered Garnishment. Soldiers may request a civilian wage court ordered garnishment deducted from their military pay. This could prevent the Soldier from going into arrears for child support, alimony, etc., while serving on AD. Soldiers requesting garnishment from their military pay must provide the mobilization site a copy of their court order for child support, alimony, etc. The mobilization site will fax the court order to DFAS Cleveland Office of the General Counsel. The Soldier **must** notify the mobilization site to stop the garnishment upon completion of AD.

k. Officer Uniform Allowance.

(1) Additional Uniform Allowance. Most officers ordered to AD in support of a contingency operation are entitled to an Additional Uniform Allowance in the amount of \$200. It is payable when an officer is ordered to AD for more than 90 days and has not been on an active tour of 90 days or more within the last two years.

(2) Temporary Duty Civilian Clothing Allowance. An officer or warrant officer must be directed by competent authority to dress in civilian clothing more than half the time when performing official duty and has not received an initial Civilian Clothing Allowance for that current duty or tour is authorized the new annual initial. The officer or warrant officer can only receive a Temporary Duty Civilian Clothing Allowance if their permanent duty station of assignment is outside the United States.

l. Enlisted Uniform Allowance.

(1) Cash Clothing Replacement Allowance. When an enlisted Soldier completes six months of AD, and is not assigned to a command where clothing is replaced by an in-kind issue, the Soldier is entitled to an annual basic cash clothing replacement allowance. This allowance accrues from the first day of the month following the date of completion of six months AD through the end of the 36th month of AD. On completion of the 12th month of uninterrupted AD, payment is made automatically by the Army National Guard Financial Services or the UPC for one-half the annual rate and the full annual rate thereafter. Annual payments are made at the end of the Soldier's anniversary month of AD. A Soldier that serves on AD less than 12 months or less than 12 months after the last annual payment, a prorated amount is paid calculated at one-twelfth of the annual rate for each whole month or fractional month served. The demobilization station is responsible for paying prorated CRA amounts.

Annex L (Cont.)
Additional Pay Information

(2) Temporary Duty Civilian Clothing Allowance. For use when Permanent Duty Civilian Clothing Allowance is not applicable. There are two maximum rates; one for temporary duty of at least 15 days within any 30 day period, and one for temporary duty of at least 30 days within any 36 month period. The total amount of all Temporary Duty Civilian Clothing Allowances payable in any 36 month period will not exceed the maximum allowed for temporary duty of at least 30 days.

m. Advance Pays. Advance pays may be authorized to mobilized Soldiers. The advance pay can be obtained from the mobilization station finance office, USPFO or UPC if the unit is performing a home station mobilization. The advance pay will be collected from the Soldier's next pay due.

n. Savings Deposit Program (SDP). The SDP allows Soldiers to deposit his/her unallotted (NET) current pay and allowances with the servicing contingency operation finance office by cash or writing a check to the finance officer. The SDP allows the Soldier to deposit up to \$10,000 per year and earn a 2.5% quarterly rate of return. Service members must submit a written request to DFAS-Cleveland Center for withdrawals. The request must include their name, SSN, branch of service, amount requested, and signature. The mailing address must be provided if the payment is to be made by check. If payment is to be sent to the service member's financial institution include the routing number, account number, and type of account, i.e., savings or checking. A toll free telephone number for CONUS based service members to call DFAS-Cleveland is 1-800-624-7368. Remember to keep all receipts provided by the serving deployed FO as proof of payment.

An "agent" holding a "Special Power of Attorney" may make SDP deposits, by allotments (AGR Soldiers only) or cash, on behalf of the eligible soldier. The following are the established procedures to assist the Soldier to make SDP deposits:

(1) Obtain a copy of the "Special Power of Attorney" authorizing the establishment, changing, or stopping of allotments.

(2) Obtain a check or money order by the "agent" authorized in the "Special Power of Attorney."

(3) Ensure the amount deposited does not exceed the Soldier's "unallotted" pay and allowances for the period involved.

(4) Complete a DD 1131 (Cash Collection Voucher). Annotate the following accounting classification:

21X6010.0000 19 0000 P 0000 012120 SD01MP

(5) Deposit the payment.

Annex L (Cont.)
Additional Pay Information

(6) Attach a copy of the check and "Special Power of Attorney" with the completed DD 1131 to the following:

DFAS-IN
UCX ATTN: Ms. Deborah Hooker
P.O. Box 269399
Indianapolis, IN 46266-2410

o. Bonus Payment. Soldiers who are authorized a bonus payment remain entitled to any payments while deployed. The CZTE has no effect on the taxability of a bonus if the bonus was established in a month the Soldier was not entitled to CZTE.

p. **Medical Retention Processing (MRP)**. MRP (formerly ADME) applies to RC Soldiers mobilized who require health care based on medical conditions identified while in an active duty status in support of the Global War on Terrorism (GWOT) contingency operations. Soldiers mobilized under another authority will be handled under a case-by-case basis. The implementing instructions for the new MRP are located in the Army G1 web site (Annex G). Below is general information and finance's responsibility pertaining to MRP:

(1) Contact the Human Resources Command – Alexandria (HRC-A) medical cell at 703-325-1763/9095 (DSN 221) for assistance and further instructions.

(2) MRP pertains to Soldiers transitioning from Title 10 USC 12302 partial mobilization orders to Title 10 USC 12301(d) voluntary retention on active duty orders for medical retention processing, to include participating in the Civilian Based Health Care Initiative (CBHCI) program.

(3) The four basic categories or duty statuses between the phases of mobilization and demobilization include:

(a) Within the First 25 days of Mobilization: Soldiers who are REFRAD with pre-existing medical conditions within the first 25 days of mobilization.

(b) Pre-deployment: Soldiers requiring medical assessment/treatment prior to deployment.

(c) Deployment: Soldiers who are evacuated from theater or CONUS duty locations and require medical assessment/treatment.

(c) Post-deployment: Soldiers requiring further medical assessment/treatment prior to demobilization.

Annex L (Cont.)
Additional Pay Information

(4) Soldiers may be voluntarily retained on active duty under the provisions of Title 10 USC 12301(d) for medical assessment/treatment only with their consent. The ARNG Soldiers also require consent from their governor or appropriate State official. Soldiers who do not consent to remain on active duty for medical treatment will sign a declination statement and receive a face-to-face counseling and referral for their continued medical care while not on active duty.

(5) The Human Resources Command-Alexandria (HRC-A) medical cell is the approving authority for orders and extensions. Upon approval, HRC-A will publish 179-day orders to retain the Soldier on active duty.

(6) HRC-A will furnish copies of the orders to the Soldier; the Joint Force Headquarters State (JFHQ-ST), Regional Readiness Command (RRC) or the United States Army Special Operations Command (USASOC); the losing RC unit; the ARNG Financial Services Center, Indianapolis, IN; the UPC, Ft McCoy, WI; and the Soldier's mobilization station responsible for the separation order and DD Form 214.

(7) Finance personnel will establish effective procedures, to include POCs, for receiving MRP orders from the local MRP unit, GSU/G1 or MTF; update Soldiers' pay accounts as necessary; and ensure the list of Soldiers on MRP orders matches the list maintained by the MRP unit, GSU/G1, MTF or Civilian Based Health Care Organization (CBHCO).

(8) Finance personnel will visit/contact the MTF/CBHCO at least twice a month to ensure pay accountability of Soldiers arriving and departing and update the Soldiers' pay and entitlements immediately.

(9) Coordination for REFRAD is the responsibility of the attached MRP unit, MTF and CBHCO. Once placed on MRP orders and further TCSd, a Soldier who redeploys is not required to return to the original redeployment/demobilization station to be REFRAD.

(10) Soldiers on MRP orders will maintain their BAH based on HOR Zip Code on the original mobilization order. Soldiers will also maintain FSA, unless further attached to a CBHCO placing the Soldier at his HOR.

q. Special Storage of Household Goods (HHG). A single Soldier, a Soldier married to another Soldier when both are deployed, and single parents when a childcare plan requires dependent to leave the residence, may store HHG at government expense for the period of the contingency operation. When this option is executed, there is no entitlement to receive both BAH and storage.

Annex L (Cont.)
Additional Pay Information

r. Storage of Privately Owned Vehicle (POV). Storage of 1 POV may be authorized. The Soldier must contact the supporting Installation Transportation Officer (ITO) first to ascertain the requirements to store on the installation or if the installation does not have an authorized contracted vehicle storage facility, to provide authority to personally procure storage within the area.

s. Killed in Action (KIA). The IRS provides a rule that allows a decedent's beneficiaries to receive a refund of any taxes paid by the soldier for the current and prior tax year.

(1) A Soldier must have died while serving in a combat zone or from wounds, disease, or injury incurred while serving in a combat zone, or from wounds or injury incurred in a terrorist or military action for eligibility for tax forgiveness. Tax forgiveness also applies to Soldiers serving outside the combat zone, if the service was in direct support of military operations in the combat zone and the Soldier qualified for hostile fire or imminent danger pay.

(2) A surviving spouse or personal representative must file a DT-IRS Form 1040 or Form 1040X. A personal representative can be an executor, administrator, or anyone who is in charge of the decedent's assets. Complete a DT-IRS Form 1040 if a tax return was not filed for the tax year. A DT-IRS Form W-2 must accompany the DT-IRS Form 1040. Complete a DT-IRS Form 1040X if a tax return was filed. Generally, the period for filing a claim for credit or refund is 3 years from the time of the return or 2 years from the time the tax was paid, whichever is later.

(3) All returns must be identified by writing "Enduring Freedom – KIA", "Kosovo Operation – KIA", "Desert Storm – KIA", or "Former Yugoslavia – KIA" in bold letters on the top of page 1 of the return and on the line for TOTAL TAX. If the soldier was killed in a terrorist action, write "KITA – Oklahoma City", "KITA – 9/11", or "KITA – Anthrax" on the front of the form and on the line for TOTAL TAX.

1 June 2004

**UNITED STATES ARMY FINANCE COMMAND
FINANCE MOBILIZATION AND DEMOBILIZATION
COMPLIANCE REVIEW CHECKLIST**

(References are to the Military Pay Procedures Manual (MPPM), DODFMR 7000.14-R Volumes 5 and 7A, DFAS Reg 37-1, USARC Pam 37-1, AR 600-4, unless otherwise stated)

Note: Minimum internal control questions are included in this review guide.

<hr/> UNIT <hr/>	<hr/> INCLUSIVE DATES <hr/>
ADSN	NAME & GRADE
N/I = Needs Improvement	N/A = Not Applicable

**SECTION I
PLANNING/LEADERSHIP COORDINATION**

YES NO N/I N/A

1. Have the following leadership coordination actions taken plan?

() () () ()	a. Commander's Soldier Certification?
() () () ()	b. MOB Checklist?
() () () ()	c. Brief Soldiers?
() () () ()	d. Enrolled in myPay?
() () () ()	e. Identified MOB requirements?
() () () ()	f. Any Pay issues identified and action taken to resolve problem?

() () () () 2. Were SRPs conducted on all mobilizing units prior to movement to the Mobilization Site?

() () () () 3. Was the following updated items received on each Soldier before movement to the Mobilization site?

YES NO N/I N/A

- | | |
|-----------------|---|
| () () () () | a. SF 1199A |
| () () () () | b. TD Form IRS W4 |
| () () () () | c. DA 5960 and substantiating documentation |
| () () () () | d. DA Form 4187-CONUS COLA |
| () () () () | e. SGLV Form 8286/8286A |
| () () () () | f. DD Form 1561 |
| () () () () | g. Medical Specialty Pay Certification |
| () () () () | h. Specialty Pay (FLPP, SDAP) |
| () () () () | i. Anniversary Bonus Payment Validation |
| () () () () | j. Verify most recent copy of 2405 (MMPA) |
-
- | | |
|-----------------|--|
| () () () () | 4. Have Soldiers been briefed on entitlements and reviewing their LES? |
| | _____ |
| | _____ |
-
- | | |
|-----------------|---|
| () () () () | 5. Are Government Travel Charge Cards deactivated before movement to the Mobilization Site? |
| | _____ |
| | _____ |
-
- | | |
|-----------------|--|
| () () () () | 6. Are Soldiers provided a copy of the Contingency Operations Travel Handbook? |
| | _____ |
| | _____ |

SECTION II
MOBILIZATION STATION

YES NO N/I N/A

- | | |
|-----------------|---|
| () () () () | 7. Is the MOB station provided adequate operating facilities and equipment? |
| | _____ |
| | _____ |
-
- | | |
|--|--|
| | 8. Are Finance and Accounting Publications/directives current and on hand? |
|--|--|

YES NO N/I N/A

- | | |
|-----------------|---|
| () () () () | a. DODFMR, Volume 7A (Military Pay Policy & Procedures) |
|-----------------|---|

YES NO N/I N/A

- | | |
|-----------------|---|
| () () () () | b. DFAS 37-1 |
| () () () () | c. Joint Federal Travel Regulation, Volume I and JTR II |
| () () () () | d. AR 600-8-105 (Military Orders) |
| () () () () | e. Updated local Standing Operating Procedure (SOP) for all sections. |
| () () () () | f. ADSM Book I & II |

- | | |
|-----------------|---|
| () () () () | 9. Is there a documented entitlements briefing? |
|-----------------|---|

- | | |
|-----------------|---|
| () () () () | 10. Does the supervisor document and monitor the finance mobilization responsibilities? |
|-----------------|---|

- | | |
|-----------------|--|
| () () () () | 11. When finance training shortfalls are identified are steps taken to correct deficiencies? |
|-----------------|--|

- | | |
|-----------------|--|
| () () () () | 12. Is management using the mobility concept of shifting personnel resources within the office to prevent or eliminate bottlenecks/backlogs? |
|-----------------|--|

PROCESSING

13. Have the following USPFO/DFAS-IN inputs been verified for accuracy and/or updates/corrections?

- | | |
|-----------------|--|
| () () () () | a. A24 - Establish Long-Tour |
| () () () () | b. A18 - Establish/Change Sure Pay Account |
| () () () () | c. A30 - Start BAH (BAQ Portion) |
| () () () () | d. A32 - Start BAH (VHA Portion) |

() () () ()	e. A33 - Start Family Separation Allowance
<u>YES NO N/I N/A</u>	
() () () ()	f. C05 - Retroactive payments of FSA
() () () ()	g. D02 - Special Pay for Medical Officers
() () () ()	h. A42 - Processing State Sponsored Life Ins.

() () () () 14. Is the proper version of DMO used on all computer terminals?

() () () () 15. Are procedures in place preventing same technician from coding, verifying, releasing, and uploading transactions to DFAS-IN?

() () () () 16. Are all documents received processed within three working days?

() () () () 17. Is the JUMPS-RF MONTHLY STATUS REPORT (UHO22-2010) maintained/reviewed for percentages of accepted/rejected transactions IAW ADSM BK I, APPX C?

() () () () 18. Does the Finance Office verify/audit at least 10% of their transactions prior to upload? Who performs this audit?

CUSTOMER SERVICE

() () () () 19. Is there a program to assure customers are aware of support offered at your operation?

YES NO N/I N/A

- () () () () 20. Is there a mechanism established to provide prompt response to customers' complaints?
-
-
- () () () () 21. Does the finance office have an active program to monitor and improve customer service, e.g., Newsletters, Fact Sheets, Info Papers?
-
-
- () () () () 22. Do established customer service hours meet the needs of customers? Are the hours posted?
-
-
- () () () () 23. Is there a Standing Operating Procedure (SOP)/Desk task list for each functional area? AR 11-37, para 1-5g(7)
-
-

OPERATIONAL REVIEW

- () () () () 24. Is there an operational review program established that provides a formal system for identifying deficiencies and improving operations?
-
-
- () () () () 25. Are independent operational review deficiencies tracked and is corrective action monitored until resolved?
-
-

YES NO N/I N/A

- () () () () 26. Are mechanisms in place to assure that deficiencies do not recur?

- () () () () 27. Are internal controls reviewed and validated by Quality Assurance?

- () () () () 28. Have all internal control checklists been used as required?

- () () () () 29. Is the operational review staff qualified and trained to perform reviews?

- () () () () 30. Does the operational review staff provide continuous assessment of key areas and keep management aware of performance and performance trends?

- () () () () 31. Is management actively involved in the operational review program and informed of performance, deficiencies, and status of corrective *action*?

SECTION III
DEMOBILIZATION STATION

YES NO N/I N/A

	32. Have the following leadership coordination actions taken plan?
() () () ()	a. Notification of demobilizing unit from MPD?
() () () ()	b. The Unit Name, UIC, and number of Soldiers expected to demobilize?
() () () ()	c. Receipt of a complete alpha roster?
<hr/>	
<hr/>	
() () () ()	33. Is there a documented demobilization briefing?
<hr/>	
<hr/>	
() () () ()	34. Is there an established procedure for calculating final leave?
<hr/>	
<hr/>	
	35. Have the following demobilization inputs been updated/corrected within 72 hours of receipt?
() () () ()	a. A24 - Stop or Extend Long-Tour
() () () ()	b. S01/S02/C11 - Report Leave
() () () ()	c. A33 - Terminate FSA
() () () ()	d. A90 - Stop or Correct CZTE
() () () ()	e. A31 - Stop BAS as applicable
() () () ()	f. A32b - Stop BAH as applicable
() () () ()	g. D02 - Pay clothing entitlements
() () () ()	h. C03 - Establish collections as applicable
() () () ()	i. A07/A08 - Restore LES mailing address
() () () ()	j. A18 - Change Sure Pay as applicable
() () () ()	k. A17 - Tax
() () () ()	l. A34 - HDP
() () () ()	m. A35 - HFP
() () () ()	n. D19 - Remark for REFRAD date
<hr/>	
<hr/>	

() () () ()

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

(Rank/Grade Last, First MI.)